Hayley Cummings

Customer Service resume

AREAS OF EXPERTISE

Customer satisfaction

Interpret customer feedback

Call handling

Managing Customer Data

Customer service

Listening to customers

Managing expectations

Telephone Etiquette

Email handling

Resolving problems

PROFESSIONAL

First Aid Qualified

Diploma in Customer Relations

PERSONAL SKILLS

Excellent communicator

Good problem solver

Attention to detail

Team player

PERSONAL DETAILS

Hayley Cummings Dayjob Ltd The Big Peg Birmingham B18 6NF T: 0044 121 638 0026 M: 0870 061 0121 E: info@dayjob.com

Driving license: Yes

PERSONAL SUMMARY

A motivated, resilient and compellingly persuasive individual who loves nothing more than helping customers resolve their problems or find things that they want. Having a professional appearance and a respectful, business-like manner, Hayley is a service orientated professional who is very confident when handling enquiries, complaints, and communications. She is a team player, who is able to work to timely demands and effectively manage multiple workloads. Right now she is looking for a suitable position with a company that has a unique spirit and which not only believes in giving people the freedom to do a great job, but will also supports them in achieving their future ambitions.

WORK EXPERIENCE

Healthcare Centre – Birmingham CUSTOMER SERVICE June 2010 – Present

Responsible for ensuring that customer enquiries are resolved at first point of contact, unless specialist knowledge or further investigation is required. Doing this by using judgement and taking decisions within established procedures for each enquiry.

Durties:

- Responding promptly to customer enquiries in person or via telephone, letter, and e-mail always in a professional & efficient manner.
- Using the in-house system to record necessary information and instigate actions as required.
- · Processing orders, forms, applications and requests for information.
- Dealing efficiently with questions and queries from customers.
- Keeping up to date with all the company's products, services and procedures.
- Directing requests and unresolved issues to other colleagues.
- Maintaining up to date paper and computer based files and administrative systems.
- Promoting the company's products and services to customers.
- Handling objections professionally.

Fashion Shop - Coventry Customer Service Advisor

April 2010 - June 2010

KEY SKILLS AND COMPETENCIES

- · A clear and confident telephone manner.
- Ability to communicate effectively with a wide range of customers.
- Proven aptitude for dealing with customer complaints.
- Extensive knowledge of Microsoft Office, Excel and Lotus Notes.
- · Experience of working in a busy, inbound call centre environment.
- · Dealing with customers Face to Face.
- Fully aware of the importance of data security and relevant legislation.
- Prospecting for sales leads.
- Able to identify and act upon potential sales opportunities.

ACADEMIC QUALIFICATIONS

Sparkbrook University 2008 - 2010
BA (Hons) Business Administration
Coventry Central College 2005 - 2008
A levels: Maths (A) English (B) Technology (B) Science (C)

REFERENCES - Available on request.

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Dale Mayer

Resume Template Ideas Customer Service:

How to Write & Design a Professional Résumé to Get the Job Dale Mayer, 2008 This book CD ROM quide arms job seekers with advice on writing and formatting different types of resumes and surviving the interview process It tells how to construct a resume in difficult situations such as a recent layoff spotty work history or criminal record and offers tips on specialty resumes for IT professionals self employed job seekers students executives and military personnel Worksheets case histories examples and a glossary are included The companion CD ROM contains about 30 real life resumes in Microsoft Word format Money with AI: How ChatGPT Can Help You Jay Nans, 2025-11-14 The so that readers can edit them to fit their needs ebook Money with AI How ChatGPT Can Help You is a practical beginner friendly guide for honestly earning income using the free version of ChatGPT without requiring technical skills Core Philosophy and Realism The book establishes that ChatGPT functions as a time saving assistant and production partner not an automatic money making machine requiring consistent human effort and oversight It stresses avoiding get rich quick scams and setting realistic expectations initial earnings are typically small and emerge after a few weeks to a few months of consistent work Getting Started Initial chapters focus on using the free version of the tool explaining what ChatGPT can and cannot do and detailing the creation of effective prompts Key rules for successful prompts include being clear about the task providing context giving format instructions and iteratively checking and improving the AI s output Income Streams and Workflows The majority of the guide outlines multiple low barrier income streams providing step by step workflows tools primarily ChatGPT Canva Google Docs and example prompts for each Freelancing Writing Offering services on platforms like Fiverr and Upwork such as writing blog posts crafting product descriptions or producing outlines and content for ebooks Digital Products Passive Income Creating and selling simple digital goods like low content books journals planners templates resumes and mini guides using AI to speed up the creation process Specialized Services Providing research and report summarization generating social media content captions video scripts creating customer support materials FAQs email templates or packaging personal expertise into online micro courses The 30 Day Plan The book culminates in a structured 30 Day AI Income Plan888 This plan guides the beginner through four phases Week 1 Learn Master the basics of ChatGPT and supporting tools Week 2 Create Samples Build a small portfolio of work samples and micro products Week 3 Publish Create professional profiles on freelance or digital product platforms Fiverr Etsy Week 4 Start Earning Actively apply for jobs and deliver first paid work Long term advice emphasizes consistency building business systems and slowly scaling through pricing and product bundling Remote Work Playbook Cole N. Harrington, 2025-11-04 Break free from the 9 to 5 grind and start building a location independent life that pays the bills and fuels your purpose Whether you re burned out bored or simply tired of trading time for money the digital economy is calling Remote Work Playbook is your clear no fluff guide to designing portable income streams and reclaiming control of your time energy and freedom Bestselling author and digital entrepreneur Cole N Harrington has helped thousands escape

the traditional job trap and this book shows you how Inside you ll learn how to Identify your digital skillset even if you think you re not techy Choose the best remote work path for your personality and strengths Launch in 30 days or less with freelance contract or side hustle income Land real gigs on trusted platforms without getting scammed Build sustainable systems for long term remote income and avoid burnout Master the tools tech and habits for focus flow and freedom Travel the world or stay home in your PJs while earning online Avoid isolation and stay mentally strong in the remote work lifestyle You ll also discover High earning portable hustles like coaching digital products and content creation Low tech job options like virtual assistant work ESL teaching and customer support Income stacking strategies that turn unstable gigs into steady income A full 30 day launch checklist to help you go remote fast with confidence This isn t just a book it s your blueprint for freedom Whether you re a total beginner or ready to scale your current hustle Remote Work Playbook will show you exactly how to earn from anywhere No gatekeepers No fluff Just action Occupational Outlook Handbook ,2010 Describes 250 occupations which cover approximately 107 million jobs Occupational Outlook Handbook United States. Bureau of Labor Statistics, 2014 Reflects the latest employment projections P 4 of cover iPads® in the Library Joel A. Nichols, 2013-06-13 Looking for a programming guide for computer tablet use in the library setting This book provides detailed plans and instructions with specific literacy goals for child teen and adult audiences exactly what librarians seeking to integrate iPad and other tablet use into their programs need Tablet computers are fast becoming a ubiquitous technology These devices also represent a unique opportunity for librarians and teachers because they are relatively affordable easy to configure and maintain and highly adaptable Written by a practicing digital literacy instruction librarian who is also a trained children s librarian this book offers 50 practical programming scenarios that librarians can use to integrate iPads or other tablet devices into their programming offering different plans for toddlers and pre K child school aged patrons teenagers adults and even seniors The plans provide easy to follow step by step instructions and are designed to be easily adaptable to serve specific audiences The book serves as a unique resource that helps librarians address digital literacy and bridge the digital divide by focusing on and catering to the needs of many age groups Author Joel A Nichols also provides annotated lists of apps that present librarians new to tablet computing simple and effective ways of integrating an iPad into their programs

Computerworld, 2003-07-21 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld's award winning Web site Computerworld com twice monthly publication focused conference series and custom research form the hub of the world's largest global IT media network

The Professional Resume & Job Search Guide Harold W. Dickhut,1981 Graduating Engineer & Computer Careers ,2004 Perl CGI Programming Erik Strom,1997 Experienced HTML authors Webmaster and Intranet programmers will find this book one of the fastest ways to learn CGI programming Topics include catalog search engine order forms database referencing and user feedback scripts Real world examples emphasize creating forms and user driven interactive Web sites

Industrial Design Magazine ,1982 Adweek ,1994 Vols for 1981 include four special directory issues eBook Marketing Research Joseph F. Hair, Jr., Bryan Lukas, 2014-07-16 Marketing Research provides a contemporary and managerially relevant discussion of the key principles in the dynamic field of marketing research The authors take an application oriented approach providing students with the tools and skills necessary to solve business challenges and exploit business opportunities. It strikes the right balance between quantitative and qualitative data discussions encouraging an understanding of best practice in data collection and analysis supported by strong theoretical discussion and relevant case studies The fourth edition has a new industry voice with insights from Ken Roberts founder and president of Forethought Research Ken 39s industry cases Food for Thought tie theory to real world business practice using experiences from clients in ANZ Asia and the US This fourth edition has been revised and updated with streamlined chapters increased coverage of social media and all new end of chapter material Students and instructors have access to a thorough digital package offering guizzes exercises and SSPS data sets User-interface Design Kevin Cox, David Walker, 1993 What makes a good computer system Systems development Usability testing Objects and actions Guide lines for user interfaces Designing a dialogue model User documentation Forms of documentation Implementation Bibliography Index 2009 Artist's & Graphic Designer's Market Editors of Writers Digest Books, 2008-10-29 Since 1975 Artist's Graphic Designer's Market has been the most complete resource for fine artists illustrators designers and cartoonists who want to show and sell their work This essential guide gives you completely updated contact and submission information for more than 1 500 art markets such as greeting card companies magazine and book publishers galleries art fairs ad agencies and more Informative interviews with successful artists and art buyers offer advice on how to make contacts and succeed in the competitive art industry You ll also discover valuable resources for obtaining grants marketing and promoting their work and networking with fellow artists Management Services ,1989 Textile America .1897

The Career Guide Dun & Bradstreet.1995 Engineering ,1982 Crane.1888

The sheet-metal worker's guide William John E.

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