

Graham Moss - CV
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Profile

I believe I am a hard-working individual who places value on providing excellent customer service. I am punctual, committed and keen to exceed expectations set for me. Boasting over 6 years working experience in both retail, administration and customer service, I am keen to secure a long-term career in business administration.

Education

2012 – 2016

Hewett High School

5 GCSE's A-C including English, Geography, History, Business Studies and Art

2016 – 2018

City College

Business Studies – Course studied but not completed

Experience

June 2022 – Present

ABC & Co Customer Service

Role Profile

Currently working as Customer Service Assistant in busy call centre, providing advice and support over a range of technical queries. Key duties include:

- Fielding regular calls and in-coming emails amounting to c100 enquiries a day
- Investigating issues to provide a satisfactory resolution for each customer
- Escalating more serious queries to my Team Leader where appropriate
- Completing relevant administration to document each case

Key Achievements

Recognised twice in monthly awards for providing excellent customer service

Passed in-house training to become a 'super user' of the system

Reason For Leaving

Company may be downsizing

January 2018 - May 2022

DEF Ltd Sales Assistant

Role Profile

Successfully liaising with customers to complete sales orders and maintain contact with larger accounts:

- Liaising with customers over sales enquiries via both telephone and email
- Advising on the best solutions to meet customer requirements and promoting other products where possible

- Liaising with logistics and stores department to ensure availability of products
- Completing relevant administration following each order
- Resolving any queries from internal departments

Key Achievements

- Recognised for hitting defined sales targets on a regular basis
- Given responsibility for training and supporting junior staff
- Promoted within 2 years of being with the company

Reason For Leaving

Career progression

November 2018 – December 2018

GHI & Sons Admin Assistant

Role Profile

Helping with various administrative tasks for the company on an interim basis during their business Christmas period

June 2016 - April 2018

McDonalds Team Member

Role Profile

Providing strong customer service in a busy restaurant environment, further duties included:

- Taking food orders and delivering food requests promptly
- Meeting hygiene requirements whilst preparing food
- Training junior team members

Key Achievements

- Quickly received training and 'stars' for undertaking new tasks
- Given responsibility for training and supporting junior staff
- Promoted twice within my time here

Reason for leaving:

Working whilst in study

Other information

- Full clean driving licence
- Food hygiene training
- First aid trained