

EXAMPLE – PROFILES, OBJECTIVES, SKILLS & ATTRIBUTES

Customer Service / Call Centre

EXAMPLE 1 - Government

PROFILE

A highly dedicated and motivated Customer Service professional with over 22 years' face to face and inbound call centre experience across health, local and state government contact centre environments. Focused on delivering exceptional service and support to the local community, committed to making a positive impact on the lives of residents in the municipality. Excellent time management skills, interested in the Government sector and dealing with diverse communities.

CAREER OBJECTIVE

Seeking to secure a part-time Customer Service role in a face to face, dynamic and rewarding environment preferably in the retail, health or government sectors where I can utilise my skills and experience to aid the organisation's growth and success.

SKILLS & ATTRIBUTES

Customer Service & Call Centre

- Providing consistently excellent telephone answering services, handling difficult and challenging situations in a professional and empathetic manner resolving customer queries as the first point of contact
- Active listening ensuring understanding of customer requirements using effective questioning, attention to detail, negotiation, identifying opportunities to improve services and conflict management capabilities
- Ensuring timely, complete and consistent lodgment of customer requests, delivery of information to customers and related stakeholder activities and initiatives
- Providing high level customer service satisfaction, ensuring that follow-up, feedback, escalation and resolution occurs for all information requests

Administrative & Systems

- Strong administrative and organisational abilities assisting with the preparation of draft correspondence, coordinating information, collating presentations, documentation and maintaining an efficient filing system in conjunction with central records
- Intermediate IT literacy with demonstrated ability working with Microsoft Office Suite, SharePoint and Customer Relationship Management Systems (Salesforce, Oracle and Pathways)
- Effectively and efficiently managing customers' requests for general information using search tools, browsers, email and systems including Microsoft Dynamics, SharePoint and Customer Relationship Management (CRM) Systems

Communication & Interpersonal

- Adept in written and verbal communication with diverse stakeholders from various backgrounds providing excellent customer service to Council stakeholders and community members
- Customer centric and able to liaise, build rapport and engage with a diverse range of internal and external stakeholders and thrive in a fast-paced environment
- Work effectively and efficiently, independently and as part of a team with proven ability to perform under pressure while providing outstanding customer service in a contact centre environment

Customer Service / Call Centre

EXAMPLE 2 – Call Centre (Inbound)

PROFILE

An outgoing, bubbly and passionate Customer Service and Call Centre expert with over 20 years' experience in the retail, utilities, tourism, health and medical sectors. Resourceful problem solver who remains calm in stressful situations and effectively assists a variety of customers. Friendly and professional phone etiquette, experienced in a 24/7 call centre environment delivering exceptional service, support, troubleshooting assistance and resolving complaints. Progressed my career from a face to face sales representative role in retail to now, leading a team of 12 at an emergency service call centre.

Being an empathetic and active listener as well as communicating clearly, enables me to fully understand the customers' needs so the best approach is applied to ensuring customer satisfaction. Proactive and flexible, willing to go above and beyond in providing customers with the best possible experience.

CAREER OBJECTIVE

A self-motivated, dedicated and energetic customer service professional actively seeking a Customer Service Team Leader / Manager role in the health, medical or emergency services sectors. The opportunity to join a team-oriented organisation appeals to me as I can confidently contribute my skills and experiences to add value to the organisation's values, team culture and business needs.

SKILLS & ATTRIBUTES

Customer Service

- Proven experience working in a high-volume contact center environment, committed to answering calls with a high level of efficiency to help ensure customer queries are attended to as swiftly as possible
- Solid track record of analyzing product failure for problem identification and prioritization of necessary corrective actions and efficiently navigate multiple systems while handling complex queries
- Track record of providing high quality customer-focused service using in-depth knowledge of products and processes resulting in enhanced customer retention
- Swiftly and accurately collect relevant data to determine solutions to customer issues
- Quick learner able to grasp and apply new concepts quickly and effectively in a results-driven environment
- Delivering a vast range of information and services to diverse customers

Problem Solving & Technical

- Technologically savvy with in-depth computer competency in a wide range of CRM software
- Think critically about customer complaints, find creative solutions and solve problems through listening to customer needs, determining the source of the issue, and identifying avenues for resolution in line with company policies
- Support quotations, sales and all enquiries, through our new cloud based operational systems & website

Communication & Interpersonal

- Effective written and oral communication
- Work successfully as a team member and as an individual contributor
- Highly resourceful, able to adapt effectively to a constantly changing environment
- Creative problem solver, energized by dealing with a variety of challenges in a fast-paced environment
- Perform efficiently in different environments and with diverse tasks and people
- A high stress tolerance level and the ability to maintain satisfactory work standards under pressure

Customer Service / Call Centre

EXAMPLE 3 – Face to Face Customer Service

PROFILE

A proactive, capable and driven individual with over 9 years' experience leading Customer Service teams in the retail, hospitality and recreation sectors, able to relate to people from diverse cultural backgrounds, providing efficient and friendly service. Known for my enthusiasm, professional work ethic and being reliable, I have a passion for excellent customer service and thrive on fostering positive culture, promoting customer focus, can adapt and respond to the needs of stakeholders at all levels. Possessing a current RSA, RCG Competency Card, Employee Working with Children Check, First Aid/CPR and available to work a flexible roster that includes days, nights and weekends.

CAREER OBJECTIVE

A stellar communicator with a friendly personality and high standards of personal presentation, with the ambition to succeed. I am seeking a role in the hospitality, tourism or retail industry as a Customer Service Team Leader or Manager. As a highly motivated professional with a positive nature, I have strong personal initiative and enthusiasm combined with my skills and experience that can contribute to the company's growth and success.

SKILLS & ATTRIBUTES

Leadership & Management

- Lead and motivate Customer Service teams, setting and maintaining high standards, including training, overseeing and managing employee performance and professional development
- Drive financial efficiency, track budgets, manage data and insights to ensure smooth day-to-day operation
- Ensuring compliance with the Registered Clubs Act, Liquor Act, RSA, RCG, and gaming regulations
- Elevate retail operations, pricing and promotions for maximum impact
- Hands-on approach and enjoy rolling sleeves up to get involved

Customer Service

- Solutions-focused with the ability to actively listen, ask questions to effectively determine needs, resolve problems and achieve sales target and ability to multitask in a fast paced work environment
- Experience with complex cash handling processes including reconciliation and balancing of cash drawers
- Tech-savvy, high level of computer literacy including fast and accurate keyboard skills and the ability to navigate efficiently between different software applications
- Solid background in hospitality, tourism and retail, experienced in phone-based and face-to-face customer service, always keeping the customer front of mind
- Effective sales techniques, strong product knowledge and quality management
- Proven ability to problem solve complex issues, managing customer complains or issues that deliver customer focused solutions

Communication & Interpersonal

- Work effectively independently or as part of a team to build long term relationships with customers, gain the cooperation and assistance of other staff
- Communicate clearly with a diverse range of people in both written and oral form, prepare routine correspondence and reports as required
- Collaborative, forward thinking and customer-focused
- Calm and composed under pressure and meet tight deadlines, with excellent time management skills

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EXAMPLE 4 – Call Centre (Outbound)

PROFILE

Possessing over 12 years' of inbound and outbound call centre experience, I am a results-oriented, resourceful and self-motivated Call Centre Specialist bringing hands-on exceptional sales and leadership experience in high volume outbound call centre environments across the telecommunication and insurance industries. Track record of resolving customer issues in a timely and efficient manner. I'm resilient with a high level of professionalism, patience and efficiency to manage difficult situations, minimize customer dissatisfaction and increase customer loyalty.

CAREER OBJECTIVE

With an energetic and tenacious nature and a passion for service, I am seeking to secure a challenging call centre position in administration, customer service or a call centre with a dynamic company that will allow me to use and expand my organisational skills, attention to detail and drive to succeed.

SKILLS & ATTRIBUTES

- Excellent customer service delivery, effectively understanding their needs and requirements, gathering and processing customer information
- Achieving sales and service targets through self-generated leads and outbound prospecting, nurturing and growing a portfolio of customers and developing relationships
- Efficient time management, able to coordinate, prioritise and complete multiple administrative tasks to timeframes and KPIs
- Strong level of digital literacy, high degree of accuracy, attentive to detail and an aptitude for learning
- Working in a fast-paced call centre environment, answering incoming and making outgoing calls for a range of queries, recommending timely and appropriate action
- Confident prospecting and building new business, making cold and warm calls
- Resolve customer issues quickly and strive to reach resolution on the first call or escalate issues
- Identify customers' needs, researching their issues, providing prompt, clear solutions via phone calls and document all customer interactions through a CRM system
- Exceptional verbal communication, pleasant phone manner and the ability to build strong relationships and communicate professionally with irate customers
- Receptive to constructive feedback and flexible in adapting to change
- Effectively plan, prioritise and organise time and workload, execute successfully in a deadline-oriented, fast-paced and highly regulated environment
- Keen problem solver with the ability to multitask
- Enjoy following processes and repetitive tasks
- Self-starter with the ability to pick things up quickly
- Reliable, punctual and consistent at performing core deliverables
- High attention to detail with accurate data entry

Customer Service / Call Centre

EXAMPLE 5 – Customer Service Manager

PROFILE

An innovative, energetic, performance-driven and accomplished Customer Service Manager with over 9 years' experience leading Service & Selling teams, improving performance, identifying opportunities for innovation, and successfully resolving consumer complaints in the retail and hospitality industries.

A supportive and empathetic leader with excellent communication skills and adept in people management, training and mentoring employees to promote a culture of collaboration and continuous improvement.

CAREER OBJECTIVE

I am seeking a position as a Customer Service Manager in the retail, hospitality or tourism industries, where I can apply my skills and experience to contribute to the growth and development of the company.

SKILLS & ATTRIBUTES

Leadership & Management

- Recruitment and onboarding of new employees, ensuring employees have appropriate training and resources to perform their job, performance management and employee relations
- Manage, lead and mentor teams across various departments, drive sales, lead team performance and optimise productivity
- Promote customer focused service and selling culture through role modelling, communication, feedback and recognition
- Manage daily activities of team and business to drive financial performance
- Coach and develop teams to meet KPIs, embed new initiatives and ways of operating
- Drive a one team culture putting team members' health, safety and wellbeing first
- Create a vision, coach, motivate and inspire a team to stretch their capabilities, unlock potential and build commitment to achieving the vision

Customer Service

- Customer first mentality, going beyond expectations to provide exceptional service
- Quick thinker, able to pivot, with a responsive and solutions-focused approach
- Review and plan for sales and seasonal events to maximise opportunities and meet customer expectations
- Adept in working in fast-paced & complex environments
- Ability to listen and learn and show genuine care for both team and customers
- Support team ensuring customer service calls, chats and emails are answered in an efficient and knowledgeable manner

Communication & Interpersonal

- Strong written and verbal communication, ability to liaise with diverse stakeholders from various backgrounds
- Customer centric and able to liaise, build rapport and engage with a diverse range of internal and external stakeholders and thrive in a fast-paced environment
- Work effectively and efficiently, independently and as part of a team with proven ability to perform under pressure while providing outstanding customer service in a contact centre environment