

Maura Smith

Customer Service Representative

CONTACT DETAILS

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- Glasgow

CORE SKILLS

- Customer services
- Call centre operations
- Team collaboration
- Customer engagement
- Complaint resolution
- Business development
- Client relationships
- Administration
- Problem solving
- Microsoft Office

PROFESSIONAL PROFILE

A focused professional with strong experience in customer service and the proven ability to assist customers with a well-informed selection of suitable products and services.

Demonstrates exceptional communication and relationship building skills, and encourages team collaboration in order to achieve excellent customer satisfaction. Customer focused and experienced in call centre and retail operations with the proven ability to work towards and consistently exceed targets. Committed to the delivery of high service standards, with a dedication to delivering solutions, handling complaints, and solving problems.

CAREER SUMMARY

Oct 2018 - Present

ABC Centre, Glasgow Customer Service Representative

Outline

Working within the customer service team, comprising of 10 members. Attending to enquiries and resolving problems for clients related to online orders. Reporting to the Customer Service Manager.

Key Responsibilities

- Responding to customer emails and telephone calls to resolve problems such as wrong orders, delivery issues, payments, warranties, exchanges, and refunds
- Offering advice in a professional and efficient manner
- Working in compliance with high customer service standards and company practices
- Utilising interpersonal communication skills when engaging with customers
- Promptly attending to customer requests to exceed KPIs
- Ensuring that customers receive exemplary customer service during all contact points with the company

Key Achievements

- Achieved the highest performance levels and quality customer care. Meeting and exceeding required KPIs and targets. Secured additional revenue of £30k within Dec 2018 period.
- Contributed to the retention of >99% service grading and >2% abandonment figure within the customer service department.
- Initiated sample scripts on questions to ask clients to gain all the information necessary. Resulted in a £12k saving for the company.

Areas Of Expertise Cv Examples Customer Service

Lynn Williams



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Ultimate Job Search Lynn Williams,2012-02-03 Starting work or changing jobs can be one of life s most stressful experiences and with today s crowded job market it is more of a challenge than ever A one stop shop for all job hunters Ultimate Job Search takes the stress out of job hunting and provides advice on all stages from preparing a powerful CV sample cover letters and emails making a great impression at interviews to dealing with offers and rejections The breadth of detail is exhaustive and with real life comments from employers and recruitment professionals Ultimate Job Search will be invaluable to anyone looking for a new job at any stage of their career *Readymade CVs* Lynn Williams,2004 a good cv is an essential tool in the survival kit of every job hunter it shows that you have the necessary qualities and qualifications that potential employers are looking for and improves your chances of getting an interview this fully revised new edition of readymade cvsmakes the task of preparing a cv much easier it shows you what information to include and what to leave out how to present your cv and how to make a great first impression there are even more easy to read sample cvs for a wide variety of jobs ready to be adapted to your individual circumstances and advice on overcoming common cv problems what to put on your cv if you ve just left school cvs for specific jobs cvs for tricky situations this edition also includes the latest information on online cvs and electronic job hunting as well as useful lists of action words and positive phrases to make your cv really stand out **Cabin Crew Careers - Interview & Success Guide , The Right Career Moves Handbook** Sophie Allen,2003 This handbook aims to reduce the anxiety of job seekers and help them make the right moves and meet their career goals Offering advice on all aspects of the job hunting process it provides details on finding the right job creating a plan writing a CV taking tests and interviewing well **Soft Skills** K Alex,2009-07 This book Soft Skills is like a companion guiding the students young men and women at every step in the job market and corporate personnel Soft Skills have become absolutely essential both for the growth and success of an individual as well as the organization **The Ultimate Job Search Book** Lynn Williams,2006 Starting work or changing jobs rates as one of life s most stressful experiences the average job search takes around three months The Ultimate Job Search Book will give everyone access to the job search skills and techniques that take the stress out of job hunting A one stop shop for all job hunters The Ultimate Job Search Book contains everything a job seeker needs to know to get the job they want There is invaluable advice on every aspect of CVs interviews job search strategies covering letters and the whole job search process Topics covered include preparing a powerful CV online CVs sample CVs for specific jobs and situations dealing with CV problems such as gap years or a lack of experience sample cover letters and e mails how to search the media and the Internet networking job fairs sending out speculative CVs researching your employer making a great impression at interviews answering interview questions difficult interview questions interview presentations and exercises aptitude and personality tests and finally offers rejections and sample follow up letters The breadth of detail is exhaustive and with real life comments from employers and

recruitment professionals The Ultimate Job Search Book will be invaluable to anyone looking for a new job at any stage of their career

Strength-Focused Solutions: Part 1 Dr Partha Majumdar, 2025-10-20 In a world often overwhelmed by problems deficits and crisis response thinking Strength Focused Solutions Part 1 introduces a radically different vision one rooted in empowerment ethics and scalable design Drawing from years of applied research policy engagement and deep philosophical inquiry Dr Partha Majumdar presents a compelling collection of real world tested solutions that harness the power of artificial intelligence data science and human insight to build resilient systems that work and last This volume brings together a curated series of papers originally published in open access peer reviewed journals While academically rigorous these works transcend the boundaries of research silos They are recast here with one bold aim to reach a wider audience of leaders technologists educators and policymakers who seek solutions that are practical scalable ethical and aligned with human values From redesigning fertiliser distribution models to implementing AI powered skill development frameworks from tackling cybercrime using blockchain and NLP to envisioning digital public goods for sustainable governance each chapter is a blueprint for national and regional transformation At the heart of this work lies the Strength Focused AI Integration philosophy an original framework that blends ancient Indian wisdom with modern systems thinking It challenges us to look not just at what needs fixing but at what can be fortified expanded and shared This is Part 1 of a visionary series that will continue exploring integrative solutions across diverse sectors Each solution presented here has been developed with four key principles in mind context awareness ethical clarity system level thinking and future readiness These are not abstract goals they are embedded into the architectures models and deployment strategies described throughout the book Whether you are a Policymaker designing public sector innovation strategies Technologist seeking ethical and socially relevant applications Academic researching on responsible AI Development expert navigating real world constraints or Student or educator searching for inspiration and implementation models this book offers frameworks you can adapt scale and apply It opens the door to a future where data meets dharma where intelligence is aligned with intent and where strength not scarcity becomes the starting point for progress If you re ready to move beyond fear driven technology and into a values driven future this book is your invitation and your roadmap *Just the Job!* John Lees, 2013-07-09 In a tough market it pays to understand the hidden truths known only to recruitment specialists This book reveals how the job market really works and how to break the rules to find a great job It offers deep insights smart advice and pulls apart the dull textbook advice that lets so many candidates down

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and your career In working through exercises learning from the experience of others including the trials and tribulations of the authors and seeking out information we hope you will consider what success means on your own terms Your postdoc is part of the journey towards a range of career destinations from industrial R D specialist to politician from lecturer to spin out Chief Executive and this book is designed to help you get there Providing indispensable advice on UK based postdocs for national and international students it is perfect for those making exciting transitions student to postdoc postdoc to the wide world of careers beyond or for those who simply want to take their postdoc up a gear This Second Edition includes new material exploring the importance of collaborations enterprise career routes and research impact Legal Systems & Skills
J. Scott Slorach, Judith Embley, Peter Goodchild, Catherine Shephard, 2015 This innovative text offers a combined approach covering legal systems skills and employability to provide an academic and practical foundation for the study of law and life as a professional

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