

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
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Birmingham
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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.

Duties:

- 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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SA Dillow



Resume Template Review Customer Service:

Resumes For Dummies Laura DeCarlo, 2019-02-22 Polish up that old resume and land your dream job We've all been there it's time to apply for a job or internship and you have to create or revise your resume Many questions pop in your head What do employers want What skills should I highlight How do I format this How do I get noticed But resume writing doesn't have to be a daunting task The latest edition of *Resumes For Dummies* answers all of these questions and more whether you're a resume rookie looking for new tips or want to create that eye-catching winning resume In this trusted guide Laura DeCarlo decodes the modern culture of resume writing and offers you insider tips on all the best practices that'll make your skills shine and your resume pop Let's start writing Write effective resumes that will stand out in a crowd Understand Applicant Tracking Systems and how to adapt your resume Keep your resume up with the current culture Position a layoff or other career change and challenge with a positive spin Leverage tips and tricks that give your resume visual power In order to put your best foot forward and stand out in a pile of papers it's important to have an excellent and effective resume and now you can *Writing a Perfect Résumé and Cover Letter*: Justin Chamberlain, 2025-06-24 Writing a Perfect Resume and Cover Letter Your Toolkit to Create Your Own Professional CV to Land Your Dream JOB In today's competitive job market crafting a winning resume and cover letter has become more crucial than ever A well-crafted application can be the key to unlocking exciting career opportunities and landing your dream job As the landscape of job seeking evolves it's essential to stay informed about the latest trends and strategies to stand out among the competition Here Is A Preview Of What You'll Learn Understanding the Role of a Resume and Cover Letter Identifying Your Target Audience and Customizing Your Resume Crafting an Engaging Introduction to Grab Attention Emphasizing Transferable Skills for Career Changers Incorporating Keywords and Industry Specific Terminology Formatting Tips for an Aesthetically Pleasing Resume Creating an Eye-Catching Header and Professional Contact Information Organizing Your Resume Sections for Maximum Impact Optimizing Your Resume Length and Font Selection Adding a Professional Summary or Profile Statement Showcasing Education Certifications and Training Including Relevant Projects and Freelance Work And Much much more Take action now follow the proven strategies within these pages and don't miss out on this chance to elevate your mindset to new heights Scroll Up and Grab Your Copy Today *Winning Resumes* Robin Ryan, 2002-10-17 A new and improved edition of the ultimate resume guide A career coach and syndicated columnist shows how to use her powerful Goldmining technique to create the most effective resume possible This remarkable technique is a seven-step process that brings out all of the candidate's most marketable skills and accomplishments This new edition is updated to offer even better career advice from one of the foremost authorities on job search and hiring practices including all the newest information on the best ways job hunters can use the Internet to their advantage Includes a list of dozens of mistakes to avoid and ways to make the resume stand out as much as possible Also featured are tips from human resources personnel and hiring managers on key mistakes applicants make on

their resumes *Expert Resumes for Computer and Web Jobs* Pasquale De Marco,2025-08-11 *Expert Resumes for Computer and Web Jobs* is your ultimate guide to crafting a standout resume and mastering the job search process in the ever evolving tech industry Whether you re a seasoned professional or a recent graduate this comprehensive resource will equip you with the knowledge and strategies you need to land your dream job In today s competitive job market it s essential to have a resume that not only showcases your skills and experience but also highlights your passion and potential *Expert Resumes for Computer and Web Jobs* will walk you through the entire resume writing process from start to finish providing expert tips and guidance on every aspect from choosing the right format and font to tailoring your resume to specific job openings But a great resume is just one piece of the puzzle *Expert Resumes for Computer and Web Jobs* also covers the importance of networking building a strong online presence and preparing for interviews You ll learn how to research target companies connect with hiring managers and ace behavioral and technical interview questions Throughout the book you ll find real world examples practical exercises and insider insights from industry experts Whether you re looking to break into the tech industry or advance your career *Expert Resumes for Computer and Web Jobs* has everything you need to succeed So whether you re applying for your first job or your next promotion *Expert Resumes for Computer and Web Jobs* will help you put your best foot forward and land the job you deserve With its expert advice and practical guidance you ll be well on your way to achieving your career goals In *Expert Resumes for Computer and Web Jobs* you ll discover How to write a resume that stands out from the competition The secrets to optimizing your resume for applicant tracking systems How to tailor your resume to specific job openings The best way to highlight your skills and experience How to showcase your accomplishments and quantify your results How to prepare for and ace job interviews and much more Don t let a weak resume hold you back from landing your dream job With *Expert Resumes for Computer and Web Jobs* you ll have the tools and knowledge you need to create a resume that will get you noticed and land the job you deserve If you like this book write a review [Profit By Prompt](#) Tejas Patthi,2025-09-20 What if a few well crafted words could unlock entire businesses create new income streams and give you the power to scale like a team of five all without hiring staff That is the reality of prompting Artificial intelligence has transformed how creators freelancers and entrepreneurs build success and the secret lies in knowing how to guide it This book is your complete roadmap to turning prompts into profit Whether you want to grow a side hustle expand a freelance career or build a business that works while you sleep you will find clear strategies practical examples and real world stories inside Through twenty detailed chapters you will learn how to Master the four pillars of effective prompting Role Task Context and Tone Use AI to create content research keywords and optimize articles for blogging and SEO Build passive income streams with eBooks prompt libraries and subscription newsletters Offer freelancing services like writing resumes and cover letters enhanced by AI Monetize social media with viral captions hooks and branded designs Launch AI powered online courses consulting and automation services Create and sell digital products from templates to journals and

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7001 Resumes-Plus Second Edition Ferris E. Merhish,2010 In this second chronicle about Deborah she faces an enemy whose sole purpose is to kill every human being in the universe The location of the enemy s home planets is unknown This enemy has unlimited ships and no concern about the high losses to their personnel The initial evaluation is that the enemy may not even be human They are given the name Grays A creature like the Grays seems rather harmless compared to what fiction shows you The Grays went unchallenged only because they looked so weak and fragile No one saw them as a serious threat I can only think of the army ants on the march No one takes an ant seriously however an army of ants will devastate an area and kill every living creature The Grays are the same type of threat to mankind As the Grays are building up their fleets and personnel Deborah desperately searches the known universe for additional personnel in this search she even goes to primitive nations The United States strips its military forces to provide as many personnel as possible Despite this effort there are still not enough personnel Deborah s scientists are working around the clock to not only upgrade her weapons but also provide her with new types of weapons Ramah and the United States are making a maximum effort to prepare for the upcoming battle with the Grays In this battle either the humans or the Grays will become extinct

The Complete Book of Resumes Karen Schaffer,2005-11-01 Crafting the perfect resume is the first step for job seekers And these days employers have tons of different filters to weed out candidates and narrow their hiring pool The Complete Book of Resumes is packed full of information on crafting a resumes and the kind of structure and language that will get an employer s immediate attention as well as tons of samples for readers to use as a guideline for success The Complete Book of Resumes includes information on How to begin if you re starting from scratch The profile or the most important part of your resume Work experience or What have I been doing all these years Punching it up how to make a good resume great The career transition resume chapter for brave souls You re just starting out Big leaps positioning yourself for jobs above your current level Including more than 300 resumes The Complete Book of Resumes is perfect for recent graduates or seasoned candidates with years of experience

Careers in Healthcare and Beyond Evelyn Lee,2021-07-28 According to the U S Bureau of Labor Statistics some of the fastest projected job growth will occur in the healthcare

healthcare support and personal care fields which accounts for almost one third of the total employment growth by 2020 Analysts suggest that the healthcare field is growing because of the long term trends of an aging population and improved diagnosing and treatment options Additionally technology advances in telemedicine and telehealth are allowing elderly patients to remain in their homes as they age even though their health needs are increasing All these advances and changes to payment structures are fueling the employment growth opportunities in healthcare This book is intended for someone curious to learn more about a career in healthcare but not certain if it is right for them or if the industry would be a good fit for them For the person who is already interested in pursuing a career in healthcare it provides added excitement to continue on this path For the person who is less certain it explores in a narrative format the unique opportunities that are available in healthcare and career options that are not obvious to the general public It is designed to provide added insights and stories that will inspire one to learn more about the field of healthcare and the many opportunities to consider It will encourage readers to explore ways to gain hands on experience to determine what is the best approach for them to take to start this journey This book is also intended for those who currently work in healthcare but may be considering a different job in the field

Knock 'em Dead Resumes Martin Yate,2016-11-04 A killer resume gets more job interviews Occupational Outlook Handbook ,2006 Describes 250 occupations which cover approximately 107 million jobs *How to Find Your Dream Sales Job - The Future is Yours to Create!* Susan A. Enns,2020-09-01 Sales is considered to be one of the most recession proof careers Why should you consider a sales career how to know if you would be good at it how to write a resume and a gender neutral cover letter what to include in your LinkedIn profile how to do interview prep what to wear how to access the hidden job market how to evaluate a job offer how to resign from your current job it s all in this book More Details A study published by Jobfox identified Sales Representative Business Development as the most recession proof profession Profit Magazine reported Finding the right sales talent was one of the biggest concerns facing sales organizations today Similar studies conducted annually by Manpower Inc report that the position of sales representative is consistently considered by management as one of the most difficult jobs to fill According to the research in the book *How to Hire Develop Your Next Top Performer The Five Qualities That Make Sales People Great* 1 in 4 people have an aptitude and are well suited for a career in sales So if there are that many sales organizations always looking to hire sales people and so many people have the ability to sell why are so many sales people having difficulties finding their dream sales position It s probably because few of us are ever taught how to actually find it This eBook is going to fix that *How to Find Your Dream Sales Job The future is yours to create* will ask and answer four basic questions 1 Why should you consider a career in sales 2 How to know if you would be good at it 3 What does your dream job look like 4 How do you go out into the job marketplace and find it Why should you consider a sales career how to know if you would be good at it how to write a resume and a gender neutral cover letter what to include in your LinkedIn profile how to do interview prep what to wear how to access the hidden job market how to

evaluate a job offer how to resign from your current job IT S ALL IN THIS BOOK Written by Susan A Enns a sales coach and author who has been in sales in one form or another for well over 3 decades Over those 30 plus years in all capacities at all levels of sales sales management and executive level management she has interviewed hundreds maybe even thousands of candidates for various sales and sales management positions With that experience under her belt and a record of proven performance to her credit she wrote this book She started to write it the day she met a very enterprising young man who wanted to start a career in sales He told her he found a company online and they were going to charge him more than 3000 to teach him how to find a sales job She thought at the time that was highway robbery let alone questioning if it was even legal She finished writing it shortly after the COVID 19 Pandemic of 2020 changed the world and so many talented sales people were forced to change jobs and were hitting the job market on a moment s notice As Confucius once said Choose a job you love and you will never have to work a day in your life Susan has had such a rewarding career in sales she wants to help you explore the same opportunity So let s get started

Occupational Outlook Handbook United States. Bureau of Labor Statistics,2014 Reflects the latest employment projections P 4 of cover *Skill Resume Showcase Skills & Projects For Tech and Non-Tech Graduates* Gyan Shankar, Skill Resume Showcase Skills Projects for Tech and Non Tech Graduates The essential guide to building a skill first resume that lands interviews In today s job market employers hire for skills not just degrees This practical guide helps tech and non tech graduates craft resumes that reflect real world strengths backed by projects achievements and a strategic layout What you ll learn How to write technical and behavioural skills with clarity Ways to turn basic job duties into value driven statements How to structure your resume to pass ATS filters Methods for tailoring each resume to the job description Interview preparation for AI and programming roles What skills are in demand and how to highlight them Includes 12 concise chapters Practical examples and layout tips Sample resumes for tech and non tech job seekers A must read for final year students fresh graduates and professionals ready to pivot with purpose

The Teen's Ultimate Guide to Making Money When You Can't Get a Job Julie Fryer,2012 Making money is not about pinching pennies and cutting back on your cash flow It is about making smart decisions The Teen s Ultimate Guide to Making Money When You Can t Get a Job will put you on the right track to start earning your spending money even if you cannot land one of those traditional first jobs You will learn how to start exploring other options such as pet sitting babysitting and tutoring You will also grasp just how to leverage the Internet to help you make money by taking paid surveys blogging or even teaching your parents and their friends how to use social networks like Twitter and Facebook Most importantly you will discover how to take your hobbies and turn them into your personalized income generator

Competency-Based Performance Reviews Robin Kessler,2009-04-02 Competency Based Performance Reviews offers you a new and more effective way to handle performance reviews and to coach your employees to emphasize the knowledge skills and abilities that they have and the organization needs Most sophisticated U S and international employers are using competency based

systems to select and interview their employees as well as evaluate the performance of those employees Fortune 500 corporations such as American Express Anheuser Busch Coca Cola Disney Federal Express IBM Johnson Johnson and Pfizer are all looking for specific competencies Competency Based Performance Reviews includes sample phrases to use on reviews as well as sample accomplishment statements to help employees write and improve their own Job Coach-Life Coach-Executive Coach-Branding-Letter & Resume-Writing Service Anne Hart,2005-10-07 Here s how to start your personal service business Develop an icon logo and motto for your coaching clients As a job or career coach an executive coach or a life coach you will be presenting and classifying your client s competencies writing resumes cover letters and creating a wide variety of business correspondence including sales letters news releases and direct mail copy You will be planning events for your clients and their prospective employers You ll need to really work a room to find clients as well as niches or jobs for clients when networking at professional associations and trade shows Most frequently you ll be asked to write evaluate and repackage resumes cover letters and other summaries of qualifications of your clients A resume is a summary of qualifications A career coach helps clients find success by taking step by step detailed concrete strategies that solve specific problems get results and reach a defined goal A resume writing business online can be combined with a career coaching enterprise The steps are outlined here for you to follow in chronological order to open and operate a resume writing service business and also a career coaching enterprise online from your home mobile location or office You can telecommute online and still help people find direction by offering information training or consulting services Here s how to open an online business at home presenting and packaging your clients competencies Make your living writing resumes business letters and being a job coach Help clients obtain appoints for interviews that may eventually lead to finding work Write and repackage resumes and all types of business correspondence from cover letters and follow ups to direct mail or trade show sales letters

Mastering the Job Search Process in Recreation and Leisure Services Craig Ross,Brent Beggs,Sarah Young,2011-04-18 Mastering the Job Search Process in Recreation and Leisure Services Second Edition is a practical guide full of tools and advice for recreation and leisure service professionals This book simplifies the process of securing a job in recreation and leisure service by explaining every step from both an employer s and applicant s point of view Based on years of experience in the hiring process this book reflects research conducted with over one thousand recreation and leisure services practitioners involved in the job search process The book includes their advice as well as secrets to success

Technical Writing and Professional Communication Baalaaditya Mishra,2025-01-03 Technical Writing and Professional Communication is divided into two parts Technical Communication and Professional Communication This comprehensive guide covers essential chapters on technical communication followed by the most important aspects of professional communication We all know that communication is an integral part of our lives whether via text or speaking to convey our thoughts and feelings to others Different communication skills are needed for various situations For example we use informal

communication with family and friends but for job interviews business meetings or interactions with teachers formal communication is necessary Communicating formally is a crucial skill and mastering technical and professional communication is essential This book provides the knowledge and tools needed to excel in both areas making it an invaluable resource for anyone looking to improve their communication skills **Nail That Interview** Tim Vincent,2013-09-05 With the jobs market more competitive than ever how do you make sure you stand out from the crowd In this game changing new book top recruitment consultant Tim Vincent reveals the secrets to successful interviews Packed with insider insights tips and advice Nail That Interview covers everything you need to know to secure your dream job and build a rewarding career including How to write a winning CV that reflects your skills ambitions and values How to prepare for interviews from your outward appearance to your mental attitude Tips on how to answer even the toughest interview questions How to use the interview to launch a brilliant career With a step by step programme that puts you in charge of your future Nail That Interview is the only careers advice you ll ever need Career Ready Master the Skills Employers Crave Gyan Shanka,2025-01-14 Get career ready and shape your future Packed with actionable strategies and insights from hiring managers this ultimate guide helps you master essential skills to stand out in today s competitive job market Discover everything you need to know to excel The top skills and qualities hiring managers value most How to craft standout resumes and cover letters that get noticed Tips to improve verbal written and non verbal communication for emails presentations and networking Real world strategies for solving problems with critical thinking and confidence Building rapport managing conflicts and thriving in diverse teams Mastering essential tools and technologies to stay ahead in the digital age Developing resilience and flexibility to adapt and learn for life Managing emotions fostering empathy and boosting interpersonal skills Prioritizing tasks avoiding burnout and maximizing productivity Creating a personal brand and professional online presence to connect with the right people Take charge of your career today

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