

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
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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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Robin Kessler



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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

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create once and earn repeatedly The opportunities are here The tools are ready All that remains is your decision to take action In the new economy wealth is not in the code It is in the command

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

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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 **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 **Cut the Bullsh*t Land the Job** Jennifer Jelliff-Russell,2020-02-27 Cut the Bullsh*t Land the Job is an all inclusive guide to identify why you re not getting your dream job and will walk you through the process of fixing the problem With simple step by step instructions this book will cut the bullshit from the job search process and show you how to Job search effectively and find the roles you want Create a killer resume and tailored cover letter that lead to job interviews Build a professional network and get job referrals Develop an eye catching LinkedIn profile that captures recruiters attention Nail interviews with impressive high impact answers Negotiate the salary you deserve and more Stop making the same mistakes which make you miss out on amazing job opportunities Instead use this guide to jump straight to the step that s holding you back from landing your dream job and start seeing results today **Occupational Outlook Handbook** ,2006 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 **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 *Clearinghouse Review* ,1991 [Competency-Based Performance Reviews \(EasyRead Super Large 18pt Edition\)](#) , *The Complete Guide to Writing Effective Résumé Cover Letters* Kimberly Sarmiento,2009 The companion CD is packed with samples and worksheets to help you brainstorm and create a successful cover letter [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

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Artificial Intelligence for Business Hemachandran K, Raul V. Rodriguez, 2023-11-21 Artificial intelligence AI is transforming the business world at an unprecedented pace From automating mundane tasks to predicting consumer behaviour AI is changing the way businesses operate across all sectors This book is an exploration of AI in business applications highlighting the diverse range of ways in which AI is being used across different industries The book begins with an overview of AI in business and its impact on the workforce It then explores the role of AI in marketing advertising and tourism The use of AI in

personalized recommendations and chatbots is discussed in detail The book then moves on to examine how AI is changing the retail industry improving supply chain management and enhancing the customer experience The media and entertainment industry is also examined with a focus on how AI is being used to personalize content and improve the user experience The book also explores the use of AI in human resources insurance legal and finance The impact of AI on talent identification recruitment underwriting document analysis and financial forecasting is discussed in detail In the healthcare and sports industries AI is transforming the way we approach diagnosis treatment and training The book examines how AI is being used to analyse medical images develop personalized treatment plans and improve patient outcomes The use of AI in sports performance analysis is also discussed in detail Finally the book explores the use of AI in agriculture energy education and the public sector The potential of AI to optimize crop yields reduce energy consumption and improve the quality of education is discussed in detail The book also examines how AI is being used to improve public services such as transportation and emergency services This book is a valuable resource for academics researchers professionals and policymakers who are interested in understanding the potential of AI in the business world The contributions from leading experts and researchers provide a comprehensive overview of AI in business applications and how it is transforming different sectors The book also examines the ethical dilemmas that arise from the use of AI in business such as the impact on privacy and data security and the potential for bias in AI algorithms It provides valuable insights into how businesses can ensure that the use of AI is ethical and responsible In conclusion this book is a must read for anyone interested in the potential of AI in the business world It provides a comprehensive overview of AI in business applications and how it is transforming different sectors The book examines the ethical dilemmas that arise from the use of AI in business providing valuable insights into how businesses can ensure that the use of AI is ethical and responsible We hope that readers will find this book informative and thought provoking **International Air Hostess Career Guide** Capt Shekhar Gupta, Sabita Lalung,2025-08-11

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