

Gary Smith | Customer Service Professional

Location: Liverpool
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Professional Profile

'Multi-lingual customer service professional with a proven track record in the banking and retail sectors, combined with a customer focused approach to business'

With several years of experience in customer facing roles for leading UK banking and retail organisations; I am able to provide an outstanding service within any environment and deal with a broad range of customer needs from initial enquires through to sales, transactions and complaint handling.

Core Skills

- Customer Service
- Transaction Processing
- Complaint Handling
- Banking & Retail Environments
- Money Transfers
- Fluent in French & German

Career Summary

Feb 2012 - Present Retail Bank
Customer Service Advisor

Outline

Branch based, customer facing role with leading global bank; providing a range of banking and advisory services for customers both face-to-face and over the telephone.

Key Responsibilities

- Dealing with a large number of customers on a daily basis and ensuring complete satisfaction
- Processing transactions such as withdrawals, transfers (BACS, SWIFT) and foreign exchange
- Handling customer enquiries and referring customers to bank specialists
- Handling customer complaints promptly and effectively with minimal disruption to branch
- Balancing tills and ATMS, managing the end of day reserve and control list
- Dealing with external parties such as delivery providers and couriers
- Managing customer details database and making amendments on customer request
- Running necessary security checks on customers when required including security questions
- Writing professional letter responses to customers using Microsoft Office
- Training junior staff members on bank policies, customer service and IT systems
- Queue walking to assist customers with transactions and meeting and greeting at entrance
- Working to challenging targets in order to book in maximum customer advisor appointments

Key Achievements

- Resolving 100% customer complaints within guideline time of 48 hours

Oct 2009 – Feb 2012 Retail Bank
Customer Service Officer & Cashier

Outline

Customer facing role, dealing with a high volume of enquiries, transactions and complaints for leading UK banking provider

Key Responsibilities

- Greeting customers, handling face-to-face enquiries and managing complaints
- Discussing solutions with customers and booking appointments with advisors
- Providing admin duties and typing documents using Microsoft Office
- Training new staff and queue walking to assist customers pro-actively

Oct 2008 – Oct 2009 Retail Shop
Sales Advisor

Outline

Working with reputable clothing retail within busy London store, responsibilities include; opening and closing of store, greeting customers, complaint handling, transaction processing, cashing up, visual merchandising, managing fitting rooms and advising on products.

Jan 2007 – Sep 2008 - Retail Shop
Sales Assistant

Education

- 2009 - B.A (Honours) International Tourism Management
University
- 2006 – AVC Travel & Tourism, GNVQ Leisure & Tourism, KS in ICT & Communications
College
- 2003 – 8 GCSE's including Maths, English & Science A-C
College

Personal Details

Languages Spoken: Fluent in French & German

References Available on Request
