

Module Title: - Employability and Career
Development

Module Code: - LCLM 4005

Assignment

Student Name: - Cherinne Edwards

Student Number: - 2311294

Lecturers Name - Essa Bah

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Professional Summary

A highly motivated and adaptable professional with extensive experience in team leadership, complex customer relations, and administrative coordination. Proven ability to motivate and coach team members, resolve escalated issues, and ensure adherence to policies. Seeking to leverage a logical approach and strong problem-solving capabilities to maintain the highest standards of hospitality and lead a positive team as a Front Office Supervisor at Hilton. Excels at understanding customer needs and maintaining a positive and helpful demeanor in challenging situations.

Core Competencies

Hospitality Leadership & Supervision	Customer Service & Relations	Administrative & Financial Management
Team Coaching & Motivation	Complex Complaint Resolution	Invoicing & Budget Management
Training & Development	Building Client/Customer Relationships	Record Keeping & Database Management
Process Improvement	Understanding Customer Needs	Confidentiality & Security
Rota/Line Activity Management	Effective Communication & Empathy	Microsoft Office (Implied)

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Relevant Professional Experience

Call Centre Team Leader | M Fortune Casino & Virgin Media

Oct 2010 – Aug 2016 (M Fortune) and Apr 2005 – Dec 2007 (Virgin Media)

- Supervised, managed, and coached teams of customer service staff, monitoring performance and ensuring excellent player/customer support.
- Resolved escalated customer issues and complaints passed on from team members, ensuring satisfactory outcomes and maintaining customer loyalty.
- Implemented process improvements and maintained training and development plans for all team members to ensure adherence to company policies, regulations, and quality standards.
- Managed day-to-day line activities, prioritized tasks, and achieved service level agreements (SLAs) through effective risk and impact assessments.
- Motivated the team through hosting 1-to-1s and team meetings to achieve attendance and retention targets.

Administration Co-Ordinator | Indemnity Group Ltd

Nov 2016 – Dec 2018

- Managed the end-to-end invoicing process to major insurance clients, ensuring accuracy and timely submission.
- Managed key relationships between the company and clients, dealing with incoming queries, and ensuring effective communication throughout claim procedures.
- Coordinated claim budgets, submitted variations for additional approval, and ordered materials in line with financial constraints.
- Updated claim details and booking information using portal software.

Office Manager | Topside Motorsports

Aug 2001 – Mar 2005

- Managed the reception area and looked after visitors, demonstrating foundational front-of-house skills.

- Coordinated all customer correspondence (calls/emails), maintaining strong customer relationships throughout the service process.
- Handled billing cycles, expenses, purchase orders, and invoicing, ensuring accurate financial record-keeping.
- Maintained stock lists and managed the order of parts for specific jobs.

Senior Residential Childcare Worker | I Care Children's Services

Mar 2015 – Nov 2019 (Note: Focus on transferable soft skills like empathy and collaboration.)

- Demonstrated empathy and problem-solving by assisting and supporting young people, promoting wellbeing, and helping with daily living tasks.
- Handled cash and record keeping and maintained updated records and files.
- Liaised with external professional services (Social Workers, Police, Schools).

Education & Qualifications

Business Skills for the Workplace | University of Wales Trinity Saint David

Jan 2025 – Current

Access to Higher Education Social Science (Pass) | Matthew Bolton College

Sept 2007 – July 2008

GNVQ Business Studies (Pass) | South Birmingham College

Sept 1999 – Jan 2001

References available upon request.

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October 12, 2025

Hiring Team

Corona Energy

Subject: Application for Customer Care Executive – Coventry

Dear Hiring Team,

I am writing to express my strong interest in the **Customer Care Executive** position at Corona Energy in Coventry. As a highly motivated and adaptable professional with a proven background in customer-facing roles, administration, and compliance, I am confident I possess the core competencies to excel in delivering exceptional service to your customers.

While my CV highlights experience in logistics and administrative management, these roles have been built on a foundation of exceptional Communication, Problem-Solving, and Customer Service skills. My experience has required me to consistently act as a professional ambassador for previous companies, ensuring positive interactions during scheduled collections and deliveries across the UK.

Key transferable skills that directly align with the requirements of a Customer Care Executive include:

- **Documentation and Data Management:** In my roles as Administration Co-Ordinator and Car Collections and Delivery, I managed the end-to-end processing of invoicing and variations to major clients, accurately input collection data, and updated claim details on portal software. I am highly proficient in accurate record-keeping and database entry, which is crucial for managing customer accounts and inquiries.
- **Customer Responsibility:** As a Support and Escorting Worker, I maintained high levels of confidentiality and security for vulnerable individuals and sensitive information, demonstrating a meticulous and responsible approach to service delivery. Furthermore, in my delivery roles, I conducted rigorous inspections and ensured the safe custody of belongings, which aligns with a core value of care for the customer.
- **Reporting and Compliance:** I am experienced in completing detailed verbal and written reports for every task and managing essential documentation, including gaining necessary signatures and inputting data accurately. This meticulous approach to quality and integrity ensures that all interactions are correctly logged and followed up on.

I possess a logical, results-driven approach and am eager to apply my comprehensive administrative and customer service background to the energy sector at Corona Energy.

Thank you for considering my application. I look forward to the opportunity to discuss how my commitment to quality service and meticulous administrative management can benefit your team.

Sincerely
