

# Mark Sanders

## Customer Service Advisor

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An organised, results-oriented customer service advisor with 5+ years experience in challenging telephone customer support roles. Patient and resilient with a commitment to solving complaints at first point of contact. Completely dedicated to outstanding customer service and turning complaints into compliments. Seeking to continue creating superior customer experiences.



## Experience

2018-11 -  
present

### Customer Service Advisor

Senco Systems, Greater Manchester

- Provided telephone and online customer support for 100,000+ customer accounts across the UK.
- Exceeded complaints resolution quality goal of 90% achieving score of 96%+.
- Resolved 90% of complaints at first point of contact, exceeding corporate target of 80%.
- Meticulously updated customer information on CRM as and when required and adhered to GDPR requirements.
- Delivered onboarding to new starters and refresher training to established team members.

2015-09 -

### Customer Service Assistant

2018-06

Sedgeworth Building Society, Greater Manchester

- Provided telephone support for 50,000+ account holders across the North of England and the Midlands.
- Achieved average call time of six minutes, exceeding corporate target of eight minutes.
- Received three officially recorded customer compliments for delivering outstanding customer service.
- Maintained in-depth knowledge of Sedgeworth's products and services.



## Education

2013-09 -

### A-levels: Drama, Food Technology, Spanish

2015-06

Woodside Academy, Salford, UK

2011-09 -

### 9 GCSEs including Mathematics and English

2013-06

Woodside Academy, Salford, UK



## Skills

- **CRM software:** proficient in PureCloud and Zoho desk.
- **Complaint resolution:** de-escalated challenging situations and resolved majority of complaints at FPOC.
- **Time management:** met and exceeded goals for call waiting and complaint resolution times.
- **Resilience:** managed a high volume workload and challenging cases while still delivering first-class customer service.
- **Written communication:** drafted written complaint responses in accordance with company style guide that met all measures for quality control.



## Languages

Spanish



fluent