

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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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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Puja Mehta



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Resumes For Dummies Laura DeCarlo, Joyce Lain Kennedy, 2015-08-03 Expert guidance on writing a winning resume that will set you head and shoulders above the crowd to land that elusive interview and get the job of your dreams **Design Success Blueprint And Be Your Own Coach** Pratibha Tiwari, 2024-09-06 NA **From Zero to AI Hero: Build a Profitable ChatGPT Business in 30 Days** Pradeep Maurya , 2025-07-07 From Zero to AI Hero Build a Profitable ChatGPT Business in 30 Days Struggling to turn your entrepreneurial dreams into reality Feeling overwhelmed by the complexities of starting an AI driven business From Zero to AI Hero Build a Profitable ChatGPT Business in 30 Days is your step by step guide to launching a thriving business using ChatGPT s cutting edge capabilities This ebook solves the problem of navigating the AI landscape by providing a clear actionable roadmap to create a profitable venture from scratch no tech expertise required Key Features 30 Day Action Plan A practical day by day blueprint to build your ChatGPT based business from ideation to profit Real World Strategies Learn how to leverage ChatGPT for content creation customer service automation and revenue generation Low Cost Setup Discover budget friendly tools and techniques to minimize startup costs while maximizing impact Case Studies Examples Real success stories and practical applications to inspire and guide your journey Scalable Growth Tips Proven methods to scale your business and stay ahead in the AI driven market Who It s For This ebook is perfect for aspiring entrepreneurs small business owners freelancers and anyone eager to harness AI technology to create a profitable online business Whether you re a beginner with no tech background or a seasoned professional looking to pivot into AI this guide is tailored for you Call to Action Ready to transform your future with AI Download From Zero to AI Hero now and start building your profitable ChatGPT business today Don t miss your chance to become an AI hero in just 30 days grab your copy and take the first step toward financial freedom [Money with AI: How ChatGPT Can Help You](#) Jay Nans, 2025-11-14 The ebook *Money with AI How ChatGPT Can Help You* is a practical beginner friendly guide for honestly earning income using the free version of ChatGPT without requiring technical skills Core Philosophy and Realism The book establishes that ChatGPT functions as a time saving assistant and production partner not an automatic money making machine requiring consistent human effort and oversight It stresses avoiding get rich quick scams and setting realistic expectations initial earnings are typically small and emerge after a few weeks to a few months of consistent work Getting Started Initial chapters focus on using the free version of the tool explaining what ChatGPT can and cannot do and detailing the creation of effective prompts Key rules for successful prompts include being clear about the task providing context giving format instructions and iteratively checking and improving the AI s output Income Streams and Workflows The majority of the guide outlines multiple low barrier income streams providing step by step workflows tools primarily ChatGPT Canva Google Docs and example prompts for each Freelancing Writing Offering services on platforms like Fiverr and Upwork such as writing blog posts crafting product descriptions or producing outlines and content for ebooks Digital Products Passive

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Occupational Outlook Handbook, 2010 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 *Occupational outlook handbook, 2010-11 (Paperback)*, 1990 THE BIG BOOK OF JOBS 2012-2013 McGraw Hill, 2011-08-12 Up to date authoritative job information from the most trusted source the U S Department of Labor Does your resume tell employers what they really need to know Which fields are showing the most growth opportunity What is a realistic salary for the job you want Whether you've recently earned a degree decided to change careers or reentered the workforce after an extended absence is the guide you need to make the right decisions the first time around The Job Seekers Guide provides expert advice on Choosing a career path Building career management skills Researching careers in the information age Writing effective cover letters and polished resumes The Occupational Outlook Handbook offers the latest statistics on Working conditions Employment trends and outlooks Training qualifications and advancement Salary ranges **Graduating Engineer & Computer Careers**, 2004 **Kinn's Medical Assisting Fundamentals** Brigitte Niedzwiecki, Julie Pepper, P. Ann Weaver, 2018-08-31 Launch your Medical Assisting career with Kinn's Medical Assisting Fundamentals Administrative and Clinical Competencies with Anatomy RMA and CMAS from American Medical Technologist CCMA and CMAA from the National Healthcareer Association NCMA from the National Center for Competency Testing and CMAC from the American Medical Certification Association Emphasis on anatomy and physiology along with pathology signs symptoms diagnostic procedures and treatments enables you to meet key competencies Strong focus on medical terminology includes feature boxes that highlight chapter related medical terminology to help you learn word parts pronunciation and definitions Math exercises embedded throughout the text challenge you to sharpen your math skills Procedures are mapped to CAAHEP and ABHES accreditation standards down to the step offer rationales for each step and can be conveniently performed in the classroom Customer Service boxes in appropriate chapters help you develop the soft skills that employers seek when hiring Medical Assistants Applied learning approach introduces a case scenario at the beginning of each chapter and then revisits it throughout the chapter to help you understand new concepts as they are

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