

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
B15 6NF
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M: 0870 061 0121
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.

Resume Template Ideas Customer Service

Pradeep Maurya



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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

Income Creating and selling simple digital goods like low content books journals planners templates resumes and mini guides using AI to speed up the creation process Specialized Services Providing research and report summarization generating social media content captions video scripts creating customer support materials FAQs email templates or packaging personal expertise into online micro courses The 30 Day Plan The book culminates in a structured 30 Day AI Income Plan⁸⁸⁸ This plan guides the beginner through four phases Week 1 Learn Master the basics of ChatGPT and supporting tools Week 2 Create Samples Build a small portfolio of work samples and micro products Week 3 Publish Create professional profiles on freelance or digital product platforms Fiverr Etsy Week 4 Start Earning Actively apply for jobs and deliver first paid work Long term advice emphasizes consistency building business systems and slowly scaling through pricing and product bundling

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

presented Chapter learning tools include vocabulary with definitions critical thinking applications and content that ties directly to the order of learning objectives Pharmacology glossary of the top 100 150 most common over the counter and prescription medications gives you quick access to pronunciation guides generic and trade names and drug classification

Perl CGI Programming Erik Strom,1997 Experienced HTML authors Webmaster and Intranet programmers will find this book one of the fastest ways to learn CGI programming Topics include catalog search engine order forms database referencing and user feedback scripts Real world examples emphasize creating forms and user driven interactive Web sites

Plumbing Design Anthony L. Nugey,1928 **Ward's Automobile Topics** ,1912 Reports of Patent, Design and Trade Mark Cases (London, England : 1886) ,1898 **New York Court of Appeals. Records and Briefs.** New York (State)., **ActiveX** Joseph Schmuller,1997 Know your tools Understand the ActiveX Control Pad and Internet Explorer 3 x and make ActiveX technology an integral part of your Web pages Combine ActiveX controls and VBScript with HTML to maximize your effectiveness Use Visual Basic 5 Control Creation Edition to build your own ActiveX controls Enhance your skill base and marketability with No experience required 101 Best Resumes to Sell Yourself Jay A. Block,2002-04-30 Explains how to organize information on employment history education and skills into a resume that effectively markets a person s abilities and includes sample resumes for jobseekers in a variety of fields **Landscape Architecture** ,1996 California. Court of Appeal (2nd Appellate District). Records and Briefs California (State)., Received document entitled APPENDIX FOR RESPONDENT S BRIEF *Confidential Bulletin* National Retail Merchants Association (U.S.),1930

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web musical writers julian fellowes robert b sherman richard m sherman george stiles anthony drewe characters character name gender part size vocal part s michael banks male lead treble boy soprano george banks male lead baritone bert male lead baritone jane banks female lead soprano mary poppins female lead soprano mezzo soprano

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web mary poppins is a walt disney theatrical musical based on the similarly titled series of children s books by p l travers and the 1964 disney film the original west end production opened in december 2004 and received two olivier awards one for best actress in a musical and the other for best theatre choreography the musical features the

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web introduction the broadway musical of mary poppins contains numerous examples of ingenious imagining and reimagining one of the greatest occurs with feed the birds

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web mary poppins we re off to mrs corry s talking shop care to join us jane talking shop michael who s mrs corry bert who s mrs corry mrs corry is older than anyone in the world she talked to william before he went conquering to vlad before he went impaling and to alexander before he weren t so great jane that s impossible

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web iv disney and cameron mackintosh s mary poppins jr what to expect during rehearsals you will be performing a musical a type of play that tells a story through music choreography and dialogue because there are so many parts of a musical most shows have more than one author the composer writes the music and usually works

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web mary poppins mary poppins looks at jane and michael as if she were reading their souls jane don t stare and close your mouth michael we are not a codfish gives a sharp nod best foot forward spit spot michael and jane exit toward the nursery followed by mary poppins winifred mrs brill we have a new nanny mrs

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web international productions mary poppins is a musical with music and lyrics by richard m sherman and robert b sherman the sherman brothers and additional music and lyrics by george stiles and anthony drewe and a script by julian fellowes

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web 1 mary poppins scene 1 street in front of the banks house in front of stage far right chimney sweep sitting on a chimney pot spotlight on stage in darkness is set up like a living room two pieces of luggage downstage stage left sweep1 winds in the east mist comin in like something is brewin about to begin

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web mary poppins it did now stand over there mary poppins pulls out a measuring tape holds it against michael and reads

just as i thought a noisy mischievous troublesome little boy michael you re making that up without a word mary poppins holds the tape for michael to read a noisy mischievous trouble stunned

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web script jane banks side 1 mary poppins a very tidy nursery i must say tidier than i was expecting who s responsible for that jane mrs bri michael me i am like to keep things neat mary poppins do you indeed well i look forward to making use of that if there s one thing i appreciate it s a child whose word i can depend on

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web mary poppins is a musical with music and lyrics by richard m sherman and robert b sherman and additional music and lyrics by george stiles and anthony drewe and a script by julian fellowes the musical is based on the similarly titled mary poppins children s books by p l travers and the 1964 disney film and is a fusion of various

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web jan 1 2006 buy on amazon rate this book mary poppins broadway musical libretto book julian fellowes 4 21 76 ratings7 reviews libretto vocal book of mary poppins musical based on the stories of pl travers and the walt disney film published by mti music library in new york ny and new hartford ct genres plays 259 pages first

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web mary poppins conversations of course jane well i ve never seen a talking shop mary poppins well there is only one and it belongs to mrs corry michael who s mrs corry bert enters bert who s mrs corry mrs corry is older than anyone in the world mary poppins and now we must go inside and meet her jane inside where

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web mary poppins script dialogue transcript voila finally themary poppins scriptis here for all you quotes spouting fans of the julie andrews musical movie this script is a transcript that was painstakingly transcribed using the screenplay and or viewings of mary poppins

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web based on p l traver's beloved book series of the same name mary poppins became an immediate hit when it premiered as a movie musical in 1964 forty years later cameron macintosh conceived of an enchanting stage musical that combines elements of disney's film with material inspired by traver's books

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web english budget 44.6 million 5 box office 103.1 million 6 mary poppins is a 1964 american musical fantasy film directed by robert stevenson and produced by walt disney with songs written and composed by the sherman brothers the screenplay is by bill walsh and don da-gradi based on p l traver's book series mary poppins

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web her book uncle tom's cabin or life among the lowly published precisely one decade before her meeting with lincoln fundamentally changed previously ambivalent northerner's attitudes towards the institution of slavery

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1852 it greatly influenced many people's thoughts about african americans and slavery in the united states it also strengthened the conflict between the northern and southern united states

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web in 1850 the fugitive slave law was passed and that same year harriet s sister in law urged the author to put her feelings about the evils of slavery into words uncle tom s cabin was first published serially during 1851 52 in

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web the story splits following tom as he clings to faith in the face of immense cruelty while eliza and her son try to survive and remain together despite the odds genre drama original language

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web an evening in uncle tom s cabin the cabin of uncle tom was a small log building close adjoining to the house as the negro par excellence designates his master s dwelling in front it had a neat garden patch where every summer strawberries raspberries and a variety of fruits and vegetables flourished under careful tending

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