

CV Master Careers CV



CV ID	003
Current Role	Customer Service / General Manager
Role now seeking	Similar
Seeking Permanent, Temporary or Contract Role	Permanent
Minimum Salary/Hourly rate Required	
Location(s)	Colchester
Relocate	
Key Skills	

This CV has been posted on the CV Master Careers Online CV Database at:

(http://www.cvmaster.co.uk/Search_CV_Database.php).

To obtain contact details for this candidate please email: enquiries@cvmaster.co.uk
there will be a charge of £4 for each request.

SCOTT O'ROURKE

Proactive and customer-oriented professional; accustomed to project management and coordinating resources from inception to completion effectively to achieve targets within often stringent constraints. Energetic and dynamic, relishes challenges and demonstrates in-depth analytical and strategic ability to facilitate operational and procedural planning – skills acquired from experience in multifaceted industries and working environments.

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

Active9 Networks

2004 - Present

Customer Service / General Manager

Currently accountable for leading all functions associated with general management, HR management, sales and account management and credit control:

- Forging, maintaining and developing key business relationships to drive business development;
- Ensuring adherence to strict budgetary constraints;
- Providing leadership, motivation and strategic direction to administration staff - conducting regular reviews, performance appraisals and providing training and development;
- Prioritising, organising and delegating functions to satisfy demands;
- Responding to emails and phone regarding all aspect of customer care and returns;
- Facilitating the provision of service excellence at all times;
- Overseeing all cashiering / cash handling functions;
- Managing mail, including: collection, recording and distribution of incoming and outgoing mail, liaison with couriers, mail and messenger services;
- Performing regular Health and Safety checks and dealing with any arising concerns;
- Assuming responsibility for equipment / stationery and promotional ordering and checking;
- Compiling letters in line with time constraints;
- Handling direct debits, stopping cheques and processing change of address notifications - dealing with associated enquiries;
- Participating in the management of credit control;
- Processing personal quotes, daily sales orders and insurance claims;
- Facilitating the completion of ad-hoc administrative functions;

Key Achievements

- Dealt tactfully and diplomatically with customer complaints / comments;
- Successfully developed and supervised training procedures for both new and existing staff;
- Troubleshoot issues relating to customer satisfaction levels and the customer experience;
- Motivated and managed staff to ensure highest standards of service are set and exceeded.

Waffles Wine / Cocktail Bar

2005 - Present

Bar Assistant

- Assuming responsible for general bar duties – serving customers, cleaning and stock management.

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS, CONTINUED

Colchester Walk-In Centre **2005 - 2006** **Receptionist**

- Screened incoming telephone enquires and operating a busy patient phone line;
- Booked patients in for treatment / advice;
- Dealt with patient complaints and escalating where appropriate;
- Arranged transport of patients from walk-in centre to / from hospital;
- Assisted with the triage of patients.

Kelvedon Park **2004 - 2005** **Data Input / Call Centre Clerk**

- Oversaw the accurate and timely input of data while screening incoming customer enquiries.

University of Essex **2004** **Administrative Assistant**

- Managed day-to-day administrative tasks in line with strict time constraints.

Royal Bank of Scotland (RBSG) **2003 - 2004** **Junior Bank Clerk**

This position was instrumental in the development of skills and experience still in use today having been responsible for managing the provision of first class customer service;

- Participated in cashiering and letter writing tasks, together with administrative duties;
- Developed a solid understanding of Back Office and New Operating Platform;
- Staffed the enquiries position - completing customer enquiry forms.

ACADEMIC BACKGROUND

- **Diploma in Care; Colchester Institute** **2006**
- **7 GCSEs; Sir Charles Lucas Arts College** **2004**

PROFESSIONAL DEVELOPMENT

- Basic Life Support
- Care
- Patient / Casualty Handling
- Manual Handling
- Disability Awareness
- Communications
- First Aid at Work
- Defibrillator
- Child Protection
- Venerable Adults

PERSONAL ACHIEVEMENTS

- Second Bravery Award - Local Ambulance Authority St. John's Ambulance (December 2005)
- Bravery Award Ceremony at Buckingham Palace with Royal Family Present for Bravery Reception (November 2005)

REFERENCES AVAILABLE UPON REQUEST

