

# **JAMIE ALEXANDER BRAY**

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## **WORK HISTORY: November 2013-Present:**

Worked as a self employed freelance doing various tasks such as online trading, learning about financial subjects, selling products on sites such as ebay and Amazon. Gained a good knowledge of these subjects and has added to my previous experience.

I particularly like varied and interesting tasks and things to challenge me, seeking a similar in depth role within an organization where I can utilize these skills further.

## **Aug 2008-November 2013**

Worked at the Contact Company in Birkenhead.

Was employed as a Customer Service Representative. Handled customer queries on the telephone and managed their accounts, duties included order taking, problem solving, liaising with different departments, building rapport and inputting data. Worked for Clients such as BBC Switchover Help Scheme, The Jewellery Channel, Great Little Trading Company and Lighter Life.

Demonstrated skills such as an excellent telephone manner, communicating effectively, working to provide solutions and overall good customer relations.

A similar role would be within my capabilities given several years experience.

## **JULY 2003-APRIL 2008**

Worked at Arvato Services in Liverpool.

Worked on various customer service roles for clients such as Microsoft, Everton Football Club, DD Home Entertainment and Tchibo Home Shopping.

Daily duties would be to process orders, check on orders not arrived, take payments, process refunds/replacement goods and deal with general queries.

Displayed skills such as working in a team, multi tasking and building good customer relations, working to meet deadlines and maintaining client service levels.

**QUALIFICATIONS/ACHIEVEMENTS:**

English Language and Literature, Mathematics GCSE

2002 Completed European Computer Driving Licence,

November 2009:

Achieved OCR Level 3 NVQ for Contact Centre Professionals

Units achieved were:

Develop personal and organisational effectiveness

Health and safety in ICT and contact centres

Customer Care

Contact Centre Systems and technology

Direct Selling and customer acquisition in Contact Centres

Performance Management

**INTERESTS:**

Sports, Snooker, pool, football, travel, politics.

**SUMMARY:**

Demonstrated a high level and varied knowledge working with the customers in a fast paced, sometimes demanding environment, providing an excellent customer experience, offering solutions and identifying buying opportunities when needed.

Also gained vast experience and always worked to a high standard, consider myself to be an effective communicator, and combine, skill, knowledge, empathy and a professional approach to my work.

