**Katie Mordecai**

16 Blyton Avenue

Ryhope

Sunderland

SR2 0JP

07487 244989 (mobile)/ (0191) 670 9338 (home)

Email: katie.mordecai@outlook.com

**Personal Statement**

I am friendly, bright and enthusiastic individual with a bubbly personality. I have worked in contact centres for the past 4 years and therefore have extensive experience building relationships with colleagues and customers. I have a passion for customer service and continually ensure that the customer has an excellent experience, this often means innovatively solving complex issues or queries.

**Key Skills**

* Patient and calm in difficult situations
* Trustworthy
* Ability to work as part of a team and independently
* Timekeeping
* Face to face customer service
* Highly organized
* Excellent computer skills
* Touch typing

**Employment History**

**January 2017 – Present Sky Contact Centre, Retentions Department**

* Providing high quality service for customers ringing to cancel their accounts
* Doing the right thing for the customer and the company
* Providing the correct information to customers and taking ownership for every call **–** this gives the customers a personalised service
* Building relationships with customers
* Always prioritising workloads to meet deadlines

**Sept 2016 – January 2017 A1 Blinds, Blaydon, Gateshead - Administrator**

* Answer incoming calls from customers to book in appointments
* Taking payments and giving quotes over the phone and in the showroom
* Dealing with any queries or complaints from customers both face to face and over the telephone
* Invoicing orders – giving a strong attention to detail to make sure everything is correct on the order

**June 2016 – August 2016 EE Contact Centre, Retentions Department**

* Giving excellent customer service for customers cancelling their accounts
* Providing options for customer on different packages and handsets
* Taking ownership of any issues the customer has and giving the correct information

**Oct 2014 – June 2016 Sky Contact Centre, Retentions Department**

* Providing high quality service for customers ringing to cancel their accounts
* Doing the right thing for the customer and the company
* Building relationships with customers
* Providing the correct information to customer and taking ownership for every call **–** this gives the customers a personalised service
* Always prioritising workloads to meet deadlines

**May 2014 – Oct 2014 2 Touch Call Centre**

**BT campaign; June 2014 – October 2014**

* Contacting potential customers behalf of BT, advising them on the products and services that are available to them
* Having weekly targets to hit and exceeding them
* Giving the customers the correct information on products and services

**People’s Postcode Lottery; May 2014 – June 2014**

* Contacting people on the database to sell them lottery tickets
* Giving them the benefits of what they can win, also what they can contribute too
* Up-selling as much as possible to give them more of a chance to win
* Building relationships with the customers, so they feel like they know you

**Education & Training**

**Sept 2005 – June 1010**

**Venerable Bede C of E Secondary School - GCSEs**

* Wider Key Skills (B);
* English (C);
* Maths (C);
* Media Studies (C );
* PE (C );
* BTEC Science (PASS);

**Sept 2010 – June 2012 Gateshead College**

* BTEC National Diploma in Dance (PASS)