

Rhys Bowen

Profile

Professional and highly effective Contact Centre Executive skilled in delivering exceptional Customer Service. Successful track record in achieving individual and team objectives/targets in line with business requirements.

Key Skills

- Currently working as a Contact Centre Executive.
- Experienced in outbound and inbound calls.
- Telesales Experience.
- Providing support to team leaders and team members.
- Prioritising workload to meet deadlines in high volume pressurised environments.
- Excellent communication and relationship skills.
- High standard of organisational, administrative abilities applying self-motivation with initiative and flexibility.
- Outstanding customer service, building strong business relationships both internally and externally.

Employment History

Company: Pepco
Position: Contact Centre Executive
Dates: May 2009 – Present

- Dealing with both inbound and outbound calls.
- Meeting of targets to a strict deadline.
- Working in a high pressured environment.
- Providing a high level of customer service.
- Following up warm leads.

Company: Smith & Sons
Position: Call Centre Agent
Dates: May 2008 – May 2009

- Dealing with both inbound and outbound calls.
- Meeting of targets to a strict deadline.
- Providing a high level of customer service.

Company: Jones Insurance
Position: Inbound Customer Service Representative
Dates: October 2005 – May 2008

- Dealing with inbound calls.
- Providing a high level of customer service.
- Meeting of targets to a strict deadline.
- Achieved Customer Service Representative of the month four times.

Education

Educated to 'O' level standard in 8 subjects including Maths, English & Welsh.
Computer Literacy & Information Technology – Distinction

Diploma in Information Technology - Pass
Computer Packages including Excel, Word and Powerpoint
Internal & external short Courses
NVQ level 3 Human Resources
Health & Safety

Personal

Living in: Cardiff