**Charles V. Samples**

30 Windsor Street, Uxbridge, Middlesex, UB8 1AB

0207 9991628 ◾ 07999-123412 ◾ cvsamples@email.com

**Personal summary**

I’m a customer service professional who’s able to handle a high volume of customer calls in a fast-paced environment, with minimum supervision, while maintaining emphasis on the highest quality of consumer service.

**Work history**

**Customer Service Team Leader**

ABC Office Supplies

*June 2013 - Present*

* Inbound telemarketing, upselling and order entry for a product line of 3,000 items
* Recognised by management for sensitivity and ability to handle difficult customers
* Simplified scheduling process for a contact centre of 50 people
* Set record for acquiring 100 new customers in August 2013.

**Call Centre Representative**

XYZ Phone Company

*May 2011 - June 2013*

* Performed data entry, set up new customer accounts and handled customer inquiries
* Answered incoming customer calls and assisted with their enquiries
* Performed a variety of administrative duties
* Cross-trained in customer relations, billing and new accounts
* Tested new call centre tracking software.

*December 2010 – May 2011*

Travelling around South-East Asia, therefore not in employment

**Human Resources Receptionist**

123 Legal Services

*July 2010 – December 2010*

* Compiled and maintained personnel records
* Prepared, typed and filed personnel reports
* Verified employment
* Executed data entry functions.

**Education**

**Oak Hill School**

*September 2002 – July 2010*

GCSE Maths (C), English (C), Science (C), History (B) and Geography (B)

**Interests**

I teach five-a-side football to a group of seven – eleven year olds, which develops my communication skills in both explaining instructions to the children and in giving information to their parents.