

Profile

Working within one of the leading online Payday Loan providers in the UK, I am responsible for managing and maintaining successful relationships with borrowers. I am the first point of contact for provision of instant money to assist with unexpected expenditure. In addition to providing information and forming the foundations of successful relationships between company and borrowers, I am adept at managing day to day issues, while possessing a skill for negotiating.

Key Skills

As a perceptive individual, I listen carefully to the requirements of clients. I respond and negotiate accordingly, to best meet their needs without compromising on the quality of service. I am a very target driven, self-motivated and ambitious individual who thrives in achieving excellent results at all times and under any circumstance.

Employment History

Customer Service Accounts Management CFO Lending Ltd (Feb 2012 – February 2013)

- My role is to effectively advise customers according to their situation.
- Ensure all necessary checks on applications have been made before processing them.
- Ensure complaints are handled well and on the spot.
- I build a rapport with my customers; I listen carefully and negotiate professionally.
- Delivering excellent customer services, whilst abiding to CSA, FSA and Data Protection Act.

Telesales Agent CCA International (Aug 2011 – Feb 2012)

- Experience in relationship management, communications, people management and customer services to existing BT customers.
- Negotiated broadband packages to clients – to shift from copper cabling to fibre optic, while managing business accounts.
- Developed professional relationships to meet sales targets per day, approximately 8 sales/day on average.
- Received ‘exemplary’ and ‘exceeds expectations’ ratings on all performance reviews.
- Excellent interpersonal abilities and demonstrated ability to interact with diverse clients and teams of colleagues.

Reception Teacher The British School in Cairo (Jan 2011 – June 2011)

- Taught English language under the British Curriculum in a class of 15 students.
- Covered the basic skills of classroom communication - working at all levels from young children and beginners to advanced speakers; using texts, mime and visual materials; basic lesson planning, preparing and teaching grammar.
- Supplemented course books to help students build their confidence with reading, basic numeracy and sentence/paragraph structuring.

Level two Security Agent (Profiler) I-sec Heathrow Airport Terminal Four (Aug 2010 – Dec 2010)

- First point of contact: meeting, greeting and welcoming passengers traveling to USA.
- Carried out needful mandatory checks before deeming passengers as safe for boarding on Air Delta and Continental Airline.
- Checked all necessary documents that permits departure, i.e. passport, valid visa's, valid ESTA forms and itineraries.
- Consistency with ensuring security standards are never compromised and remain vigilant throughout the process.

Cashier Fulham Football Club / Chelsea Football Club (Jan 2010 – May 2010) / (Aug 2009 – Oct 2010)

- Duties for both clubs included - serving customers, cash handling, till operation, stock replenishment, completed daily cash reports and other associated tasks as necessary.
- Commended for multitasking abilities; frequently trained and periodically assisted all cashiers.
- Cited for excellence in interpersonal communications, teamwork, customer service, flexibility and reliability.
- Served customers with courtesy, patience and a smile; and resolved needs using professionalism and sensitivity.

Qualification

BSc (Hons): Sociology (2.2) Kingston University (July 2010)

Key modules: Avenues to Justice, Concepts and Systems in the Social Sciences, Revolution and Order in Modern Political Thought, Social Methodology, Sociological Analysis, Sociological Imagination, Comparative Industrial Societies.

Activities: As a student representative I led a five-hour walk tour where I provided an overview of my undergraduate experience – focusing on academic programs, residential life, social life, and extra-curricular activities. I had the chance to discuss with students on a one to one basis, listen to their goals, and reflect on my experience to help with their decision-making. I was very fortunate by this whole experience, as it has allowed me to build my self-confidence; it has allowed me to become a leader in a group of people whom I had never met before and consequently made me a stronger individual.

References

Name: Mr Imraj Jabbal
Address: Cfo Lending Ltd, Cooper House, 88 Snakes Lane East, Woodford Green Essex, IG8 7HX
Email address: Imraj.jabbal@cfolending.com

Name: Mr Rhys Dewhurst
Address: Arnold House, 21- 33 Great Eastern Street, London, EC28 3EJ