**Profile**

An extremely hardworking and quick learning individual with excellent interpersonal, communication, organisational, and problem solving skills. Highly organised and motivated, works independently without supervision and under pressure. Confident and proficient in IT, with an excellent working knowledge of Windows operating systems, in particular, Microsoft Word and Excel. Able to work proactively, and is customer and solution focussed.

Excellent communicator, takes pride in having strong verbal, numerical and report writing skills. Able to analyse data and produce concise, audience friendly correspondence; emails, letters and reports to a high standard. Can manage complex caseloads, identifying and prioritising work to meet targets while responding to any demands of internal or external customers.

Now looking for a new challenge to transfer and develop these skills within a new position and environment. A positive asset in any organisation.

**Qualifications**

2009 – 2010 Internal Management Trainee Course: First Level Leadership and Coaching and Feedback

2000 – 2002 BTEC National Diploma in Travel and Tourism, City of Bath College

British Airways Qualification Level 3, City of Bath College

1995 – 2000 11 GCSE’s grade B – C, Hanham High School, Bristol

**Employment History**

**Regeneration Project Officer, Development Family Mosaic 2013 – Present**

* Project manage a portfolio of new development schemes, including carrying out project appraisals, programme forecasts and monitoring in order to meet scheme and programme targets.
* Act as a focal point for liaison with the local Council, residents and other stakeholders on regeneration schemes.
* Plan and manage the work of consultants, contractors and developers in respect of new business and regeneration schemes in order to achieve key objectives, control costs and to promote the establishment of agreed quality and development standards. Ensure the delivery of client requirements and scheme objectives.
* Maintain and coordinate project information and publicity for the scheme.
* Establish and manage budgets relating to projects, controlling and monitoring income and expenditure.
* Establish and maintain good working relationships and effective liaison with local authorities, residents, local organisations and staff in other internal departments to ensure efficiency, value for money and consumer satisfaction in the development process and product.
* Prepare statistical, financial and written reports on new business activities and lessons learned in order to ensure best practice and to contribute to development policies and procedures.

**Complaints Officer, Asset Management Family Mosaic 2013 – 2013**

* Assist in the management of investigating and responding to complaints.
* Identify trends through analysis using the data to continually improve the service through improvement action plans.
* Coordinate the responses of complex complaints working closely with the contractors responsible, through escalation if required to ensure an amicable solution is found.
* Work closely with the Complaints Manager, visiting residents at their home if required to show empathy and understanding ensuring a satisfactory response is provided.

**Escalated Complaints Team Unite Group PLC 2009 – 2012**

* Handle escalated complaints surrounding tenancy law, housing needs, legislation, Data Protection requests, Solicitors, and local MP’s via letter, email and telephone.
* Provide senior management with effective support, advice and assistance to facilitate responses.
* Ensure that the key objectives of the broader business are met and the best possible service is provided to all customers.
* Support in house employees with the handling of complaints from face to face customers, ensuring that practical solutions are identified, developed and implemented.
* Processing compensation, refunds and goodwill payments.
* Complete regular in depth analysis of root cause of all complaints to identify key reasons on what went wrong and suggest recommendations to the business on how to reduce complaint numbers.
* Oversee other team members, checking complaint responses to ensure consistency and accuracy.

**National Customer Accounts Advisor Unite Group PLC 2009**

* Outbound debt calling to reduce company debt levels.
* Liaise with all areas of the business to ensure compliance in processes have been adhered to.
* Respond to queries and complaints in a professional manner, avoiding instances of escalation wherever possible.
* Ambassador in department for technical solutions and compliance issues.
* Ensure that all customer correction entries are compliant with company procedures.
* On hand support for Customer Accounts team dealing with adhoc requests including tenancy deposit disputes, processing of arrears letters and implementing payment plans.

**Investment Advisor Britannia Building Society 2004 - 2007**

* Responsible for customer interviews to ascertain their financial needs and evaluate and recommend the investment accounts most suited to their lifestyle and financial requirements.
* Ensure referrals where made to the Independent Financial Advisor, are appropriate.
* Meet monthly sales targets by converting potential investment leads into 75% business in order to meet branch commission targets.

**2007 – 2009**

During this time period I took the opportunity to travel and work around the United States of America and Europe. This experience enabled me to meet people of different cultures and a variety of backgrounds. It also helped me to develop a strong work ethic, which has not only allowed me to develop my communication skills but helped to develop me as a person.

**Job Seeker First Name / CV No: 1714452**

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