

# Hayley Cummings

## Customer Service resume

### AREAS OF EXPERTISE

- Customer satisfaction
- Interpret customer feedback
- Call handling
- Managing Customer Data
- Customer service
- Listening to customers
- Managing expectations
- Telephone Etiquette
- Email handling
- Resolving problems

### PROFESSIONAL

- First Aid Qualified
- Diploma in Customer Relations

### PERSONAL SKILLS

- Excellent communicator
- Good problem solver
- Attention to detail
- Team player

### PERSONAL DETAILS

Hayley Cummings  
Dayjob Ltd  
The Big Peg  
Birmingham  
B18 6NF  
T: 0044 121 638 0026  
M: 0870 061 0121  
E: [info@dayjob.com](mailto:info@dayjob.com)

Driving license: Yes

### PERSONAL SUMMARY

A motivated, resilient and compellingly persuasive individual who loves nothing more than helping customers resolve their problems or find things that they want. Having a professional appearance and a respectful, business-like manner, Hayley is a service orientated professional who is very confident when handling enquiries, complaints, and communications. She is a team player, who is able to work to timely demands and effectively manage multiple workloads. Right now she is looking for a suitable position with a company that has a unique spirit and which not only believes in giving people the freedom to do a great job, but will also supports them in achieving their future ambitions.

### WORK EXPERIENCE

**Healthcare Centre – Birmingham**  
**CUSTOMER SERVICE** June 2010 – Present

Responsible for ensuring that customer enquiries are resolved at first point of contact, unless specialist knowledge or further investigation is required. Doing this by using judgement and taking decisions within established procedures for each enquiry.

**Duties:**

- Responding promptly to customer enquiries in person or via telephone, letter, and e-mail – always in a professional & efficient manner.
- Using the in-house system to record necessary information and instigate actions as required.
- Processing orders, forms, applications and requests for information.
- Dealing efficiently with questions and queries from customers.
- Keeping up to date with all the company's products, services and procedures.
- Directing requests and unresolved issues to other colleagues.
- Maintaining up to date paper and computer based files and administrative systems.
- Promoting the company's products and services to customers.
- Handling objections professionally.

**Fashion Shop - Coventry**  
**Customer Service Advisor** April 2010 – June 2010

### KEY SKILLS AND COMPETENCIES

- A clear and confident telephone manner.
- Ability to communicate effectively with a wide range of customers.
- Proven aptitude for dealing with customer complaints.
- Extensive knowledge of Microsoft Office, Excel and Lotus Notes.
- Experience of working in a busy, inbound call centre environment.
- Dealing with customers Face to Face.
- Fully aware of the importance of data security and relevant legislation.
- Prospecting for sales leads.
- Able to identify and act upon potential sales opportunities.

### ACADEMIC QUALIFICATIONS

Sparkbrook University 2008 - 2010  
B.A. (Hons) Business Administration  
Coventry Central College 2005 - 2008  
A levels: Maths (A) English (B) Technology (B) Science (C)

REFERENCES – Available on request.

# Resume Template Ideas Customer Service

**Jay Nans**

## **Resume Template Ideas Customer Service:**

*Resumes For Dummies* Laura DeCarlo, Joyce Lain Kennedy, 2015-08-03 Expert guidance on writing a winning resume that will set you head and shoulders above the crowd to land that elusive interview and get the job of your dreams **Resume**

**Mastery** Rosalind Kincaid, AI, 2025-02-28 Unlock your career potential with *Resume Mastery* a comprehensive career guide designed to transform your resume from a mere summary into a powerful marketing tool. This book delves into the evolution of resumes highlighting how they've transitioned from simple qualification lists to sophisticated branding documents. Understand the critical role of Applicant Tracking Systems (ATS) and learn how to strategically incorporate keywords to enhance your resume's visibility. Discover how tailoring your resume is key to making a strong first impression and securing interviews in today's competitive job market directly influencing your long term career trajectory. The book takes a step by step approach starting with the fundamentals of effective resume writing including formatting, language, and content selection. It then progresses through various resume types and the art of crafting compelling accomplishment statements. A unique aspect of this book is its focus on the psychological elements of resume creation exploring why certain elements resonate more effectively with recruiters. *Resume Mastery* not only provides the how but also the why behind resume best practices supported by industry data, case studies, and insights from recruiters. Equip yourself with the knowledge and tools needed to create a resume that not only showcases your skills and experience but also aligns with your career goals ultimately leading to job search success and salary negotiation advantages.

**The Graphic Designer's Guide to Portfolio Design** Debbie Rose Myers, 2013-10-21 Landing a job in graphic design or multimedia starts with the creation of a portfolio that showcases a student's best work. With sample portfolios, interviews with leaders in graphic design and advertising industries, and step by step instruction for creating professional print and digital portfolios, this book helps students successfully transition from design student to design professional. Now fully updated, it is the only guide to creating job winning print based and digital portfolios specifically for graphic designers.

**From Zero to AI Hero: Build a Profitable ChatGPT Business in 30 Days** Pradeep Maurya, 2025-07-07 *From Zero to AI Hero: Build a Profitable ChatGPT Business in 30 Days* Struggling to turn your entrepreneurial dreams into reality. Feeling overwhelmed by the complexities of starting an AI driven business. *From Zero to AI Hero: Build a Profitable ChatGPT Business in 30 Days* is your step by step guide to launching a thriving business using ChatGPT's cutting edge capabilities. This ebook solves the problem of navigating the AI landscape by providing a clear actionable roadmap to create a profitable venture from scratch no tech expertise required. Key Features: 30 Day Action Plan A practical day by day blueprint to build your ChatGPT based business from ideation to profit. Real World Strategies Learn how to leverage ChatGPT for content creation, customer service automation, and revenue generation. Low Cost Setup Discover budget friendly tools and techniques to minimize startup costs while maximizing impact. Case Studies Examples Real success stories and practical applications to inspire and guide your journey. Scalable Growth Tips Proven

methods to scale your business and stay ahead in the AI driven market Who It's For This ebook is perfect for aspiring entrepreneurs small business owners freelancers and anyone eager to harness AI technology to create a profitable online business Whether you're a beginner with no tech background or a seasoned professional looking to pivot into AI this guide is tailored for you Call to Action Ready to transform your future with AI Download From Zero to AI Hero now and start building your profitable ChatGPT business today Don't miss your chance to become an AI hero in just 30 days grab your copy and take the first step toward financial freedom [Money with AI: How ChatGPT Can Help You](#) Jay Nans, 2025-11-14 The ebook

Money with AI How ChatGPT Can Help You is a practical beginner friendly guide for honestly earning income using the free version of ChatGPT without requiring technical skills Core Philosophy and Realism The book establishes that ChatGPT functions as a time saving assistant and production partner not an automatic money making machine requiring consistent human effort and oversight It stresses avoiding get rich quick scams and setting realistic expectations initial earnings are typically small and emerge after a few weeks to a few months of consistent work Getting Started Initial chapters focus on using the free version of the tool explaining what ChatGPT can and cannot do and detailing the creation of effective prompts Key rules for successful prompts include being clear about the task providing context giving format instructions and iteratively checking and improving the AI's output Income Streams and Workflows The majority of the guide outlines multiple low barrier income streams providing step by step workflows tools primarily ChatGPT Canva Google Docs and example prompts for each Freelancing Writing Offering services on platforms like Fiverr and Upwork such as writing blog posts crafting product descriptions or producing outlines and content for ebooks Digital Products Passive Income Creating and selling simple digital goods like low content books journals planners templates resumes and mini guides using AI to speed up the creation process Specialized Services Providing research and report summarization generating social media content captions video scripts creating customer support materials FAQs email templates or packaging personal expertise into online micro courses The 30 Day Plan The book culminates in a structured 30 Day AI Income Plan888 This plan guides the beginner through four phases Week 1 Learn Master the basics of ChatGPT and supporting tools Week 2 Create Samples Build a small portfolio of work samples and micro products Week 3 Publish Create professional profiles on freelance or digital product platforms Fiverr Etsy Week 4 Start Earning Actively apply for jobs and deliver first paid work Long term advice emphasizes consistency building business systems and slowly scaling through pricing and product bundling [Occupational Outlook Handbook](#), 2010 Describes 250 occupations which cover approximately 107 million jobs [Occupational Outlook Handbook](#)

United States. Bureau of Labor Statistics, 2014 Reflects the latest employment projections P 4 of cover [The Infographic Resume: How to Create a Visual Portfolio that Showcases Your Skills and Lands the Job](#) Hannah Morgan, 2014-06-27 The STANDOUT guide to creating a stunning resume Applying for a job used to require two pieces of paper a resume and an application Times have changed Infographic resumes are in and they're not just for designers Free online tools are popping

up every day to help anyone create a dynamic visual resume adding panache without sacrificing substance for style The Infographic Resume provides essential tips and ideas for how to create visual resumes and portfolios that will make you stand out from the crowd Richly illustrated in full color and including lots of inspiring examples the book will teach you how to Create a powerful digital presence and develop the right digital content for your goals Build your self brand and manage your online reputation Showcase your best work online Grab a hiring manager's attention in seconds Packed with dynamic infographics visual resumes and other creative digital portfolios The Infographic Resume reveals the most effective tools eye catching strategies and best practices to position yourself for any job in any kind of business In today's free agent economy The Infographic Resume is a must for anyone looking to stand out among the competition Sharlyn Lauby president of ITM Group Inc If you're on the market you need to read this book and follow its guidance immediately Alexandra Levit author of *Blind Spots* *Occupational outlook handbook, 2010-11 (Paperback)* ,1990

**Resumes for Architecture and Related Careers** Editors of VGM Career Books,2004-04-22 To stand out among the hundreds of job seekers applying for any position it's vital to have a resume that hits the target every time Each book in this series offers Nearly 100 sample resumes and 20 cover letters for each field The most up to date techniques for writing cover letters and resumes Tips on highlighting strengths and using active vocabulary Work sheets for gathering personal information Advice on how to conduct your job search And much more

**101 Best Resumes to Sell Yourself** Jay A. Block,2002-04-30 Explains how to organize information on employment history education and skills into a resume that effectively markets a person's abilities and includes sample resumes for jobseekers in a variety of fields [Kinn's Medical Assisting Fundamentals](#) Brigitte Niedzwiecki,Julie Pepper,P. Ann Weaver,2018-08-31 Launch your Medical Assisting career with Kinn's Medical Assisting Fundamentals Administrative and Clinical Competencies with Anatomy RMA and CMAS from American Medical Technologist CCMA and CMAA from the National Healthcareer Association NCMA from the National Center for Competency Testing and CMAC from the American Medical Certification Association Emphasis on anatomy and physiology along with pathology signs symptoms diagnostic procedures and treatments enables you to meet key competencies Strong focus on medical terminology includes feature boxes that highlight chapter related medical terminology to help you learn word parts pronunciation and definitions Math exercises embedded throughout the text challenge you to sharpen your math skills Procedures are mapped to CAAHEP and ABHES accreditation standards down to the step offer rationales for each step and can be conveniently performed in the classroom Customer Service boxes in appropriate chapters help you develop the soft skills that employers seek when hiring Medical Assistants Applied learning approach introduces a case scenario at the beginning of each chapter and then revisits it throughout the chapter to help you understand new concepts as they are presented Chapter learning tools include vocabulary with definitions critical thinking applications and content that ties directly to the order of learning objectives Pharmacology glossary of the top 100 150 most common over the counter and prescription medications gives you

quick access to pronunciation guides generic and trade names and drug classification     *Graduating Engineer & Computer Careers* ,2004     **THE BIG BOOK OF JOBS 2012-2013** McGraw Hill,2011-08-12 Up to date authoritative job information from the most trusted source the U S Department of Labor Does your resume tell employers what they really need to know Which fields are showing the most growth opportunity What is a realistic salary for the job you want Whether you ve recently earned a degree decided to change careers or reentered the workforce after an extended absence is the guide you need to make the right decisions the first time around The Job Seekers Guide provides expert advice on Choosing a career path Building career management skills Researching careers in the information age Writing effective cover letters and polished resumes The Occupational Outlook Handbook offers the latest statistics on Working conditions Employment trends and outlooks Training qualifications and advancement Salary ranges     *Perl CGI Programming* Erik Strom,1997 Experienced HTML authors Webmaster and Intranet programmers will find this book one of the fastest ways to learn CGI programming Topics include catalog search engine order forms database referencing and user feedback scripts Real world examples emphasize creating forms and user driven interactive Web sites     **Better Resumes for Executives and Professionals** Robert F. Wilson,Adele Lewis,2000-07-01 Men and women seeking business leadership positions require a special kind of r sum Updated and filled with tips on getting the most out of internet facilities and word processing software this book presents more than 100 model r sum s that apply to business management positions Readers can use them as models for their own r sum s Model r sum s include editorial director controller software engineer systems engineer mainframe programmer and many others     **Architectural Record** ,2001     [Career Directions: The Path to Your Ideal Career](#) Donna Yena,2011 Career Directions The Path to Your Ideal Career provides diverse job seekers with the essential resources and techniques to develop a career plan conduct a successful job search and succeed in a diverse workplace Whether your students are seeking an internship or co op job first position after graduation or a career transition Career Directions will prepare students to stand out in the changing workplace Students in career schools colleges community colleges and universities can all benefit from using this book in career development courses and career workshops Career Directions can also be used independently for those who want to direct their own career planning and job search efforts With over 30 years of experience in career development and human resources Donna Yena brings a practitioner s perspective to Career Directions Her experience as Vice President of Career Development and Alumni Relations at Johnson Wales University along with her background as a manager instructor and curriculum designer contribute to the advice and techniques offered in this text More than just a text on job searches and career planning Career Directions provides instruction and resource materials that will help you find your internship or co op job first position after graduation or guide you through a career transition     [Resumes For Dummies](#) Joyce Lain Kennedy,1998-05-29 Contains tips and suggestions for creating a resume that will be noticed by prospective employers includes information on choosing a format drafting a summary statement using key words

and formatting a digital resume      *Design News* ,1993

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