Ryan Doherty

ryan.doherty@email.com | 07700 900233 | Glasgow

Inbound call centre agent with experience in insurance and telecoms

Profile

Call centre agent with two and a half years' inbound experience in insurance renewals and telecoms support. Meets call handling and quality targets every month and is comfortable switching between multiple systems while keeping the customer on track.

Experience

Inbound Call Centre Agent, Clearwater Insurance Services

Glasgow | Jan 2023 – Present

- Answer around 70 inbound calls a day on car and home insurance renewals, policy changes and payments.
- Score an average of 94% on monthly call quality checks covering accuracy, compliance and tone.
- Retained customers considering cancelling by explaining cover options clearly, contributing to the team's monthly retention target.
- Follow scripted compliance steps on every call, including identity checks and recording customer consent.

Technical Support Agent, Northlink Broadband

Glasgow | Jun 2021 – Dec 2022

- Talked customers through router resets and connection checks, fixing most faults without an engineer visit.
- Logged faults and booked engineer appointments accurately across 3 internal systems.
- Covered evening and weekend shifts on a rota, including bank holidays.

Education

Highers, St Ninian's High School

English (B), Business Management (B), Modern Studies (C) | Glasgow | Aug 2019 – Jun 2021

National 5s, St Ninian's High School

6 National 5s | Glasgow | Aug 2017 – Jun 2019

- Including English and Maths

Skills

Inbound call handling, Customer retention, Compliance and identity checks, Technical troubleshooting, Multiple system navigation, Accurate note-taking, Microsoft Office, Working to targets