Danielle Whitaker

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Customer service advisor with three years' phone, email and live chat experience

PROFILE

Customer service advisor with three years in a busy utilities contact centre, handling billing queries, complaints and account changes across phone, email and live chat. Consistently above team average for customer satisfaction and known for clear, calm explanations of complicated bills.

EXPERIENCE

Customer Service Advisor, Brightline Energy

Sheffield | Mar 2022 – Present

- Handle around 60 customer contacts a day across phone, email and live chat on billing, meter readings and payment plans.
- Keep a customer satisfaction score of 92% against a team average of 86% over the last 12 months.
- Set up affordable payment plans for customers in arrears, following vulnerability guidelines and recording notes accurately in the CRM.
- Resolve around 80% of complaints at first contact, escalating the rest with a full summary so customers do not have to repeat themselves.
- Chosen as a buddy for 4 new starters, sitting with them on live calls during their first fortnight.

Sales Assistant, Hollis & Grant Department Store

Sheffield | Jun 2020 – Feb 2022

- Served customers on a busy homeware floor, handling returns, exchanges and click-and-collect orders.
- Dealt with complaints at the service desk, issuing refunds in line with store policy.
- Took part in 2 Christmas peaks, working extra shifts to cover queues of up to 30 customers.

EDUCATION

BTEC Level 3 Extended Diploma in Business, Sheffield City College

Distinction Merit Merit | Sheffield | Sep 2018 – Jun 2020

GCSEs, Hillcrest Academy

7 GCSEs at grades 9-4 | Sheffield | Sep 2013 – Jun 2018

- Including English (6) and Maths (5)

SKILLS

Complaint handling, CRM systems, Live chat and email support, Payment plans and arrears, Supporting vulnerable customers, Data protection (GDPR), Microsoft Office, Typing 55 words per minute

INTERESTS

- Volunteer at a local food bank one Saturday a month