

Natalie Dunn

Customer Service Adviser

Contact

Glasgow
07700 900155
natalie.dunn@example.com

Skills

- Calls, webchat and email to written standards
- Complaints handling and call-backs
- Payment plans and vulnerable customer support
- Calm, plain explanations of bills

Systems

- Salesforce CRM
- Microsoft 365
- Webchat and ticketing queues

Profile

Customer service adviser with five years in an energy supplier's contact centre and in retail, on phone, webchat and email. Sorts out billing questions and complaints at the first contact where possible, leaves notes the next adviser can follow and stays calm on difficult calls. Looking for a customer service or complaints handler role.

Experience

Customer Service Adviser

Clydeaway Energy, Glasgow · June 2023–present

- Handle about 60 calls and webchats a day on bills, meter readings and payment plans.
- Resolved 78% of contacts at the first contact over the last year, against a team target of 70%.
- Log complaints in the CRM, follow the complaints procedure and call customers back on the day promised.
- Set up affordable payment plans for customers in arrears, following the vulnerable customer policy.
- Coach two new starters each quarter on the billing system.

Customer Service Assistant

Kelvin Books and Gifts, Glasgow · 2021–2023

- Served customers in store and by phone, took special orders and arranged deliveries and returns.

Education

SVQ Level 3 in Customer Service

2024

Highers: English, Business Management, Modern Studies

Westfield Park High School, Glasgow · 2021