



Jake Valleley-Johnson

PROFESSIONAL SUMMARY

I am flexible, reliable and possess excellent time keeping skills. I am an enthusiastic, self-motivated, reliable, responsible and hard working person. I am a mature team worker and adaptable to all challenging situations. I am able to work well both in a team environment as well as using my own initiative.

I pride myself on my determination to work regardless of what is put in front of me. My time keeping is excellent, if not on time I'm always early, I am reliable and proactive meaning you can count on me to complete tasks without being asked, told or supervised. I'm self-motivated and enthusiastic when it comes to my work and I take pride in it and put a lot of hard work into what I do. I'm mature and can adapt to working as part of a team so using my own initiative to work alone. I am always looking for new experiences and look forward to new challenging situations.

WORK HISTORY

Business Development Specialist Astute Ltd (Fasthosts Products)

08/2022 - Present

- Generating new business with existing customers.
- Selling a wide range of web based products such as:
 - Marketing Strategies (SEO, affiliate marketing packages, Ads campaigns)
 - Website Building Software (WordPress, Ecommerce Web builders)
 - Various different Hosting Packages (Emails, Web, VPS)
- Advise customers on how to effectively promote and grow their business using the products above.

Customer Services Advisor Northumbrian Water Limited

01/2022 - 08/2022

- Receiving and dealing with all initial customer communications regarding billing of water services.
- Providing accurate information and assistance wherever and whenever needed.
- Guiding all customer issues to a satisfactory conclusion.
- De-escalated objections and disputes professionally to maintain customer satisfaction.
- Handled requests with friendly, knowledgeable service and support, continually achieving positive customer feedback.

Dry Liner M3 Interiors & Exteriors Ltd (Self Employed) - Manchester

07/2020 - 11/2021

- On site locations around the country. I Lost my previous job due to the current pandemic, there was nothing available in my sector due to the lockdown and furlough scheme so I went self-employed working for a local fixer company.
- Job involved price work on site erecting partition walls, fixing ceilings, plaster boarding walls, access hatches, fire lining, moisture boarding wet rooms and loading and materials for jobs on site, plus all other aspects of dry lining.

Insurance Broker The Insurance Octopus - Manchester

01/2018 - 07/2020

- Generating new business policies selling Business Liabilities and Meeting Daily and weekly targets Consistently
- Involved Liaising with insurance companies around the country trying to negotiate the best possible policy for the customer.
- Dealing with complaints that may or may not lead to a liability claim, requiring the utmost professional manner.
- Employment was cut short due to the Pandemic in 2018.

Sales Manager Paragon (Better Claims Limited)

01/2018 - 12/2018

- Identifies and generates leads through networking, cold calling and marketing, converting into key accounts
- Manages the sales cycle from inception to execution
- Coordinates and leads service review meetings to ensure customer satisfaction and SLAs are being met
- Uses CRM and ERP systems to record data

CONTACT

📍 13 Lubbock Street, Burnley,
Lancashire BB12 6QY

☎ 07467155835

✉ jakevalleleyjohnson@outlook.com

SKILLS

Key skills and competencies:

- High standards of personal presentation and customer Service.
- Ability and willingness to work late nights & weekends if required.
- A great team player.
- Ability to work well within a busy, often fast-paced Environment.
- Keen to learn and develop new skills.
- Dealing with complaints and queries, requiring the upmost professional manner.

- Key role in developing the team: conducting appraisals, one-to-ones, training and mentoring.
- Manages potential employees from reviewing applications right down to the interview and hiring process.
- Key role in regular weekly and monthly meetings to discuss current targets, progress of the business and new proposals.
- Ensuring that the company maintains a positive atmosphere throughout the office.
- Calmly deal with often challenging issues in a busy call centre environment and resolve any customer grievances and provide solutions accordingly.

Call Centre Agent
Better Claims Limited

07/2017 - 01/2018

- Receiving and dealing with all initial customer communications.
- Providing accurate information and advice.
- Guiding all customer issues to a satisfactory conclusion.
- Following up on ongoing customer cases and communicating progress to management and customer.
- Creating and maintain customer call logs.

Bartender
MAD LTD

11/2016 - 05/2017

- Operating the till and taking cash.
- Serving customers from behind the bar, offering advice on drinks Responsible for keeping the bar clean and tidy, collecting empty plates & glasses.
- Mixing cocktails for customers.
- Preparing the bar for service, restocking wines and spirits Providing a professional, friendly and courteous service to all customers.
- Taking food orders from customers in the seated restaurant area.
- Delivering food and also drinks to customers at tables.
- Occasionally working at weddings, private parties & conferences.
- Dealing with guest complaints in a friendly and efficient manner Ensuring all cash, charge, float and till procedures are carried out in accordance with company policy.

Key skills and competencies:

- Good knowledge of wine, spirits and beers.
- High standards of personal presentation and customer service.
- Ability and willingness to work late nights & weekends.
- A great team player.
- Experience of serving large numbers of customers at large functions & events.
- Ability to work well within a busy, often fast-paced environment.
- Keen to learn and develop new skills.
- Able to work individually behind a bar.

Customer Service Assistant
Ladbrokes - Manchester

03/2016 - 11/2016

- Cash handling accuracy.
- Loss prevention.
- Mathematical aptitude.
- Organised.
- Detail-oriented.

Refuse Collector
Bury Council

09/2011 - 05/2016

Bury taking rubbish away from people's home and businesses to keep the environment pleasant, clean and healthy. As a loader, you'd pick up waste for disposal or recycling, Move bags, wheelie bins and recycling bins and boxes, using a lifting mechanism to tip the waste from bins into the lorry.

Engineering Technician
Highway Maintenance, Highway Network Services

09/2008 - 05/2011

I have gained a sound knowledge on all different sections in the department, including Street works, Asset Management, PROW (public rights of way) and insurance. I have also worked for HNS (Highway Network Services) and have gained onsite knowledge from working on various jobs such as the resurfacing of Walmersley Road in Bury.

- Transportation (Traffic Management) - I have undertaken car park inspections, plans of school cycle traps. I have used AutoCAD frequently and can demonstrate various drawing skills including plans of lining on a road and highlighting parking restrictions outside of a school.

Computer literacy and PC software skills:

- Excel, Access, PowerPoint and Microsoft word - Can produce diverse reports and spreadsheets through excel, draft professional documents through word and facilitate informative presentations with PowerPoint.
- MapInfo - My Skills on MapInfo range from simple tasks such as Map Plans to more complicated functions like SQL queries and thematic mapping. I have completed in depth projects on this software including drawing the gully rounds for Bury Council. I have drawn the new gritting routes for Bury Council and made them convenient for different traffic flows and bus routes in different locations.

- AutoCAD - I have undertaken college work on AutoCAD such as elevation Plans, cross sectional Plans, overhead plans and Isometric drawings of Buildings, patches of land and my own college grounds.
- Confirm Engineering - I know how to complete enquiries, raise jobs and how to use the SQL query function on Confirm. I proactively went through the systems index of streets and flagged all of the non-existent streets dead. I can use tools such as the gazetteer and Mapping window.
- MarchPMS - Is a comprehensive system that incorporates every piece of information for every street or footpath, ranging from a busy 'A' road to a country lane or cul-de-sac. I have utilised March to assist with the gully rounds by doing a query between my gully rounds and all the streets in March to check if there were any streets in the March list but weren't in my own gully round list.
- Levelling & Setting out - I have gained skills such as levelling out and setting out at college. I can take accurate measurements with a level and can also create a TBM (Temporary Bench Mark), by completing this I can establish the gradient of a hill or whether a patch of land is flat or not.

EDUCATION

Ongoing

Diploma in Software Development: Peterborough University
02/2024 to current

Completed

NVQ Level 3: National Certificate in Construction and Civil Engineering,
06/2010

Bolton Community College – Horwich
GCSEs, 06/2008

Prestwich Arts College – Manchester
C grade or above