

JAMES LANGAN

Curriculum Vitae

Current job role - Customer Service Specialist

PROFILE

I am hardworking, reliable and an ambitious person. I am eager to learn new skills and gain new experiences. My other attributes include being very self-motivated, enthusiastic, creative, being able to work well in team environment and have the confidence and ability to work alone.

I am keen to seek a new challenge in employment and believe I would be a valuable member to any team or company with a readiness to learn and develop new skills. I have an ability to learn quickly and an enthusiasm to challenge myself in any situation to be the best I can be.

CONTACT

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HOBBIES

- Socialising with friends and family
- Spending time with partner and Child
- Travelling
- Driving
- Marine life (looking after fish and aquatic life)
- Drawing
- Puzzles

EDUCATION

Parklands High School

From: September 2000 To: June 2005

Qualifications gained: 8 GCSE A – D Grades

Liverpool Community college

Qualification gained: CC Applied GCE in ICT (Two A levels) In the following subjects:

- Networking
- Database/Spreadsheet
- Website Design/App Design
- The information Age
- Programming

Driving Qualifications

CPC CERTIFICATE (100% pass)

C+E LICENCE

DELIVERING GOODS VEHICLES CERTIFICATE

HEALTH AND SAFETY WHEN DRIVING CERTIFICATE

FULL CLEAN LICENCE

MANUAL & AUTOMATIC EXPERIENCE

TACHGRAPH OBTAINED

WORK EXPERIENCE

The Very group – 09/21 – Present

Job Title: Customer service Specialist

During my time with the very group, I have further improved my customer service skills and knowledge.

My current job role consists of the following activities:

- Taking calls from customer, providing excellent customer service
- Liaising with different departments to get the best service/ resolution for customers queries
- I have also been part of the engagement team who are tasked with keeping spirits high during busy periods.
- I have adhered to my statistics throughout my time here, exceeding the glide path set.
- I have passed every call that has been audited, showing that customer service skills and knowledge are at a high level
- I have also made my Teamleader aware of my desire to develop into a Teamleader role.
- I have provided help and support to my team mates wherever possible, and I am always willing to offer my help.
- Working within webchat proof of concept initial team
- Experience handling 2 chats simultaneously
- Providing feedback to help iron out processes

ITARMI 03/2019 – 08/2021

Job Title: Resource Coordination Manager

I Was tasked with managing half of the 1600 engineers we had in our team, scheduling their work, quality checking with clients and tracking their movement throughout the day. My team of nearly 800 engineers were spread across the world which gave me a challenge of keeping track of their day across multiple time zones. My role as a resource coordinator contains the following responsibilities:

- I am tasked with the responsibility of coordinating and scheduling IT support around the world spanning across 103 countries
- Speaking with engineers and customers across the Globe. Dealing in countries close to home and as far as Australia
- Supporting over 1200 engineers and arranging their schedules in line with customer demand, while managing expectations of clients.
- Seeking new customer in a number of different countries
- Manage a team of nearly 1000 across the world dealing with simple to complex challenges each day
- On demand support of customers and helping engineers all over the world with technical needs
- Provide real time updates from engineers to customer to assure a high quality of services
- Dealing with 150 to 200 tasks per week from engineering visits supporting Network and security needs
- Dealing with high profile customer such as Telefonica and AT&T
- Adding new engineers to an ever-growing team for projects lasting anywhere from 2 days to 12 months
- Acting as a project manager for projects lasting up to 12 months making sure they run smoothly

Reason for leaving: Wanted a new challenge

Liverpool Volkswagen commercial vehicles 01/2018 to 01/2019**Job Title: Sales Executive New Van sales**

During my time at Liverpool Volkswagen, I have added to my growing knowledge of customer service and sales. This role was similar to my last in peoples ford but had more opportunities to learn and develop. I was dealing with customers near and far using a variety of platforms i.e., email, phone, text web chat and Face to face. My duties included:

- Working towards a sales target and up-selling targets.
- Working together as a team to ensure the sales pitch and showroom are at a very high standard.
- Dealing with finance on a day-to-day basis, arranging finance for customer from start to finish making sure a vehicle is purchased before collection of a customer's vehicle.
- Helping others while integrating new systems and processes
- Prospecting leads on a daily basis to improve sales figures.
- Making sure vehicles are ready for collection by ensuring and work required has been carried out to a high standard and all paperwork is in order.
- Dealing with customers from all over the country and managing the sale from start to finish, this sometimes would go over 6 months keeping the customer happy and informed along the way.
- I dealt with the iconic VW camper and the customers they attracted. This gave me a lot of experience with dealing with a different type of market I had not yet experienced and thrive while doing this selling really good number of units in the process.

Reason For leaving: 12-month contract

Peoples Ford (Used Car Sales Executive) 12/2016 to 01/2018

Job Title: Sales Executive

I have learnt a lot from this job during my time here, having never sold cars before I have taken to the job very well and out of the 11 months, I have been here I have managed to achieve my target for the majority of my time I have been working for Peoples Ford.

- Working towards a sales target and up-selling targets.
- Working together as a team to ensure the sales pitch and showroom are at a very high standard.
- Dealing with finance on a day-to-day basis, arranging finance for customer from start to finish making sure a vehicle is purchased before collection of a customer's vehicle.
- Helping others while integrating new systems and processes
- Prospecting leads daily to improve sales figures.
- Making sure vehicles are ready for collection by ensuring any work required has been carried out to a high standard and all paperwork is in order.

I believe all my previous experience has helped me hit the ground running as a sales executive and as my experience grows in this industry, I can only improve on what I have achieved so far.

Reason for leaving: Job opportunity

Jaguar Land Rover 12/2015 to 10/2016

Job title: Production operative

During my time at JLR I have carried out several jobs and have been able to move departments when called upon learning complex jobs at a very quick pace.

The jobs I have carried out so far during my time as a production operative are as follows:

- Loading large metal parts into large machinery to be welded onto the cars
- Managing stock to ensure I have enough available to carry out my tasks
- Concentrate on tasks for long hours to ensure no mistakes are made and the cars are to high standard that is to be expected.
- I have used power tools which include large drills, sanding equipment to take out any damage or defects to the cars before they are to be painted and fitted with parts
- I wash down the finished car to make sure no damage or defects have occurred such as high spots, low spots or dents
- If any of the above has happened I will repair this so that the car is back to the high quality you would expect from a vehicle in production at Jaguar Land Rover

Reason For leaving: Temporary contract

Job title - Telephone Banking Consultant Dates 09/2015 – 12/2015

- I have carried out an intense course on banking, giving me knowledge of Products like....Savings and current accounts
- Fixed and variable rates
- Loans and mortgages
- Dealing with customer information safely and securely
- Payments and Transfers
- Foreign currency orders as well as many other banking procedures

- I have added to my already vast knowledge of customer servicing skill

Reason for Leaving: New role**Company Name: Universal Flooring**

Job title - Warehouse/Shop Worker 02/2015 – 08/2015

- Assisting customers with any enquiries
- Serving customers on the tills
- Keeping the shop floor tidy and organised
- Ordering and pricing stock
- General labor such as moving heavy carpet and dismantling and rebuilding shelving units and warehouse sheds
- Driving to customers' homes delivering orders such as carpets, rugs and wood flooring
- Uplifting old materials such as carpet, underlay and furniture
- Furniture removal to enable carpet fitters to have the space needed when carrying out their work
- Organizing the warehouse materials and stock to ensure the warehouse was running safely and efficiently
- Taking deliveries
- Compiling quotes for customers
- Carrying out measures of potential customers to ensure the correct orders are carried out and provide the fitters with clear floor plan instructions and layouts
- Disposing of old materials safely

Reason for Leaving: Moving from London to Liverpool**Company Name: DirectLine Group**

Job title - Claims Handler/Liability case handler/Training Mentor
Dates 10/2007 – 09/2014

- Answer and receive calls from customers, insurance companies, solicitors, and Third Parties.
- Being able to provide training and support for new academy employees, setting out training plans, providing training and coaching to build the skills needed for new employees to carry out their new roles.
- Following policies and procedures set out by the business to ensure all customers are treated fairly.
- Liaising with third parties etc. insurance companies, solicitors and accident management companies to establish case liability.
- Liaising with Team leaders and managers to provide up to date information of the training and development needs of their new team members.
- Provide presentations for team members on their performance and statistics on a daily/weekly/monthly basis
- Liaise with engineers to establish settlement amounts for vehicles that have been declared a total loss and then following through with the relevant checks and paper eventually raising payments to customers for the cost of their vehicles.
- Authorising Payments and Auditing
- Selling services such as garage and hire cover to policyholders
- Attended a number of courses including Train a Trainer course which gave me with the skills to deal with new and existing Colleagues when providing training and development courses

Reason for leaving: Office closed resulting in redundancy

SKILLS

- Good communicator, able to provide clear and concise instructions
- Work well in a team environment or as an individual
- Management and Leadership
- Flexible worker
- Quick learner
- High standard of computer knowledge
- Great time management and organizational skills
- Great attention to procedures and policies in any job role or environment

Thank you for taking the time to read through my CV,

James Langan