

Joe Donnelly



I left School at 18. After a brief spell as working as a builders labourer I went traveling. On my travels I ended up in Germany where I started working as a bartender on a British Army barracks. During this time I worked my way up to a multi venue manager. I returned home to Glasgow in 2008. Since I returned and until recently I have worked in call centre environments, where I have honed my customer service skills in a variety of roles. I have recently passed my CE driving licence and CPC. I am looking forward to applying my skills to my new career path and gaining further skills and experience within the trucking industry.

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🇬🇧 British

🚚 CE , CPC

WORK HISTORY

April 2022 to January 2023

Advanced Collections Administrator

Ovo Energy, Cumbernauld

- Identified needs of clients by conducting comprehensive assessments.
- Maintained up-to-date collection of files relating to caseload.
- Adapted payment plans to suit individual financial situations.
- Analysed financial risk and worked to maximise compliance with payment plans.
- Compiled monies owed to organisations to support debt recovery operations.
- Handled financial transactions, creating and filing accurate records.
- Communicated with customers diplomatically and respectfully.
- Enforced rules governing customers' debt repayment.
- Recommended legal action or discontinuation of service in cases of non-payment.
- Stored customers' information securely to maintain confidentiality.

April 2020 to April 2022

Remote Trainer

Ovo Energy, Cumbernauld

SKILLS

- Debtor management system
- Customer Service background
- Payment processing
- Performance improvements
- Scripted responses
- Financial Conduct Authority (FCA) guidelines knowledge
- Credit management evaluation
- Repayment plan negotiating
- Dispute management
- Call centre experience
- Strong communication
- Outgoing personality
- Inventory control
- Problem solving
- Employee training
- Safe food handling
- Kitchen equipment operation and maintenance
- Data confidentiality
- Customer care
- Brand awareness and representation

EDUCATION

GCSEs 8 GCSE

Bannerman High School, Glasgow,

- Monitored employee progress, offering feedback to management on additional training requirements.
- Delivered instruction across various topics, integrating audio-visual presentations and training materials.
- Analysed training needs to determine learning styles and skills shortages.
- Identified skills and knowledge gaps, tailoring workshops appropriately.
- Promoted continuous learning by designing comprehensive long-term learning curriculums.
- Evaluated employee training outcomes to determine job readiness.
- Assigned training exercises and skill assessments to newly hired employees.

April 2014 to April 2020

Customer Service Advisor

SSE, Cumbernauld

- Offered detailed advice on product and service benefits.
- Offered prompt solutions to maintain customer satisfaction.
- Managed high-volume customer queries simultaneously through effective multitasking.
- Handled requests with friendly, knowledgeable service and support, continually achieving positive customer feedback.
- Adhered strictly to policies and procedures for continued company compliance.
- Kept abreast with latest product developments to inform customers.
- Established positive relationships with clients by going extra mile to build rapport.

September 2008 to January 2014

Customer Service Advisor

Kwik-Fit Insurance, Uddingston, South Lanarkshire

- Designed and implemented new strategies to sell new insurance contracts and adjust existing ones.
- Helped clients set up new policies and followed up about timely payments.
- Handled insurance queries from quotation stage to renewal.
- Reviewed new insurance products from carriers to determine suitability for client needs.
- Kept up with changes in insurance markets to

GLG

A-Levels English & Geography B
Bannerman High School, Glasgow,
 GLG

SVQ Level 3 SVQ in providing
financial services level 6 - Level 3
Modern Apprenticeship
SQA

LANGUAGES

German

Advanced

accurately answer client questions and give suitable recommendations.

January 2000 to August 2008

Multi Venue Manager

N.A.A.F.I , Germany

- Led team to deliver outstanding hospitality operations.
- Ordered beverage and equipment stock by analysing sales and customer trends.
- Organised special events and functions and corporate lunches.
- Offered discounts and promotions to encourage purchases.
- Monitored bar expenses and operations to minimise costs.
- Led by example in providing customers with attentive, professional restaurant service.
- Prepared rotas to achieve stable coverage while minimising payroll costs.
- Monitored and maintained stock levels for maximised efficiency and minimised waste.
- Interviewed, hired and trained staff on best bar practices, maintaining highly efficient service teams.