

Dean Swift

Worksop

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I am a graduate of The University of Central Lancashire where I studied philosophy and over the past 7 years I have worked for DDCOS firstly in the role of customer service advisor before being promoted to Team Manager.

I have enjoyed building positive relationships and promoting personal and professional development amongst my team and colleagues. DDCOS recognises individuals who exemplify their company values and I have won awards for my Leadership, Excellence, Creativity and Integrity.

Whilst I have learned a lot in my time at DDCOS and I enjoy my current role. I know it's now time to spread my wings and progress into a different industry and career. I therefore sponsored myself through HGV training and achieved my CE license on 13/03/2023. I am now looking for a class 1 driving job.

Personal Details

Driver's License: A, A2, AM, B, BE, C, C1, C1E, CE, Cars, Large vehicles, Motorcycles

Work Experience

Team Manager

CGF Marketing Services Limited (trading as "DDC Outsourcing Solutions") - Worksop
January 2021 to Present

I lead and motivate a diverse team of 18 people. My approach, which has worked well for me, is to build positive relationships with my team members which allow them to thrive. I encourage personal and professional development and aim to be as consistent and fair in my approach as possible, fostering an environment of mutual trust and respect. I've also been called upon to perform ad hoc tasks to assist the wider business such as conducting disciplinary investigations, interviewing for recruitment, liaising with clients and creating and delivering training. I've added value to the business by creating tools to more efficiently track productivity and manage overtime when required.

Customer Service Advisor

CGF Marketing Services Limited (trading as "DDC Outsourcing Solutions")
September 2015 to January 2021

DDCOS provides customer service and business processing on behalf of their clients. I've contributed to a number of campaigns for clients within the Energy Industry.

On my first campaign, due to my consistently high performance, I progressed to the escalated complaints team and from there I took over responsibility for Director and Citizens Advice complaints.

When the campaign ended, I was quickly selected to be the complaints specialist for my new team. This is a slightly different role with more emphasis on supporting my colleagues with their complaints, ensuring that my colleagues meet their deadlines, reporting on complaints numbers and providing feedback to agents when needed. I enjoyed the wider responsibility and took pride in ensuring that my team was on top of everything.

I also supported my team manager, by providing a coaching session on appropriate goodwill payments, providing complaints training for my team and also by conducting team meetings in his absence. Additionally, I've found ways to automate some of the reporting done by the management team and saved them about 45 minutes per day.

I went above and beyond when I took the lead on a two week discovery project for a new client. I managed my time carefully because it was a very large project to complete by the deadline. The project was a huge success and I received praise from senior management and positive feedback from the client.

Data Capture Operative

CGF Marketing Services Limited (trading as "DDC Outsourcing Solutions")
May 2015 to September 2015

As a data capture operative, I was responsible for keying data accurately and swiftly.

Administration Officer - Contact Centre

Home Office - Via Brook Street
April 2014 to September 2014

While assigned to the customer contact centre I worked in a team on the front line of the National Asylum Support Service. I demonstrated excellent telephonic communication skills and took responsibility for enhancing my own knowledge so I could provide a better service to the customer.

Administration Officer - Student Visas

Home Office - Via Brook Street
May 2013 to February 2014

In this role I used several computer systems and databases to make and record decisions based on immigration policy. I consistently met and often exceeded targets set for me. I was also appointed as my team's liaison to Sheffield Intelligence because of my attention to detail and subject knowledge.

Temporary Factory Operative

Crown Speciality Packaging UK
June 2012 to November 2012

Education

BA Hons in BA Hons Philosophy

The University of Central Lancashire - Preston
September 2009 to May 2012

A Level in General Studies

All Saints 6th Form - Mansfield
September 2007 to May 2009

A Level in Religious Studies

All Saints 6th Form - Mansfield

September 2007 to May 2009

GCSE A* in English Literature

All Saints RC

September 2003 to May 2007

GCSE C in English Language

All Saints RC

September 2003 to May 2007

GCSE B in Mathematics

All Saints RC - Mansfield

September 2003 to May 2007

GCSE B in Chemistry

All Saints RC - Mansfield

September 2003 to May 2007

GCSE A in Biology

All Saints RC - Mansfield

September 2003 to May 2007

GCSE B in Physics

All Saints RC - Mansfield

September 2003 to May 2007

GCSE A in Electronic Product Design

All Saints RC - Mansfield

September 2003 to May 2007

GCSE D in German

All Saints RC - Mansfield

September 2003 to May 2007

GCSE C in History

All Saints RC - Mansfield

September 2003 to May 2007

GCSE B in Religious Studies

All Saints RC - Mansfield

September 2003 to May 2007

Skills

- Customer Service
- Call Centre
- Complaint Resolution
- Microsoft Office

- Process Improvement
- Google Sheets
- Management
- Organizational Skills
- First aid

Certifications and Licenses

Driving Licence

April 2019 to Present

Motorcycle Licence

May 2013 to Present

HGV Class 1

March 2023 to Present