

Silas Cooper

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### Personal Profile

I consider myself to be very positive, Friendly and a likable person. I have a very strong work ethic and I enjoy working with people. I also have excellent customer service skills and I enjoy helping others. I am also very reliable and have excellent communication skills. I am IT literate and I can navigate a wide range of computer software's.

### Employment Experience

#### **Alarm Receiving Ambassador** (October 2023 – March 2024)

- While working in this role I gained knowledge and experience working in the private security industry. This involved responding to emergencies and monitoring CCTV systems while working closely with Security Guards and the Emergency Services.

Duties included: Monitoring and responding to home break-ins, panic button activations, medical emergencies, SOS triggers and monitoring CCTV.

#### **Financial Customer Associate** (July 2022 - April 2023)

- During my time in this role, I earned the understanding of the digital payment process within the card payment industry while supporting business owners through the set-up process and day to day transaction management.

#### **Customer Service Representative.** (November 2019 – May 2022)

- This role gave me experience in a Call Centre environment and gave me experience in dealing with customer complaints and other difficult situations. I have developed my management skills by Supervising/Floorwalking and by doing escalation manager call backs to resolve difficult customer complaints. I worked both in an office environment and remotely from home.

Duties included: Supervising/Floorwalking, taking inbound calls and emails, handling customer complaints.

#### **Team Leading Sales Executive.** (June – October 2019)

- During this job role I gained experience in Management, customer service and sales. Duties included: Hiring/training new employees while also driving sales

**Sales Assistant.** (December 2018 -June 2019)

- This job role gave me excellent customer service and people skills. Duties included: Serving customers and Advising customers on a wide range of products.

Driving Licenses/Experience

- Full Category C Driving License
- Clean Full Manual Driving License for over 3½ years
- CPC Card
- Completed 16-week HGV Bootcamp at Tyneside Training Services
- Over 2 years commercial driving experience as a Self-employed courier and Delivery Driver.

Courses/Qualifications

- Highfield Level 2 Certificate in Warehouse and Storage Principles
  - Laser Level 2 Award for CCTV Operators (Public Space Surveillance in the Private security industry)
  - Principles of working in the Private Security industry
  - Customer Service Call Control Strategies
  - Onboarding New Hires as a Manager
  - Customer Service Handling Abusive Customers
- I attended St. Cuthbert's Catholic High School from 2014 to 2019
  - I have achieved a Level 2 merit in Business studies
  - I have also achieved a Level 2 merit in Creative digital media.
  - I am IT literate and I can navigate a wide range of computer software's.
  - I am fluent in English and have a broad understanding of mathematics as well as several other subjects.

**Certificates available upon request**

My Skills

- Strong work ethic
- Excellent customer service skills
- Approachable/Friendly
- I am IT literate and I can navigate a wide range of computer software's.
- Excellent communications skills

**References available upon request.**