

CV - Laura Dunne

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I would describe myself as a hardworking, focused and enthusiastic person who always has a naturally positive attitude and a smile on my face. I'm a competent and versatile individual who is able to demonstrate strong organisational skills. I am wholeheartedly a people person and whether that be over the phone, email or face to face interactions, providing unbeatable customer service is my strong suit. I'm a self-starter with the ability to recognise the benefits to be gained from effective teamwork and engagement.

Skills and Values

- ❖ Honest & Hardworking
- ❖ Excellent computer skills
- ❖ Having the ability to stay calm and collected in high pressure situations
- ❖ Able to communicate well at all levels
- ❖ Great working relationships with customers and colleagues
- ❖ High attention to detail
- ❖ Impeccable time management
- ❖ Reliable and trustworthy in every aspect
- ❖ First class customer service focus
- ❖ Adaptability with a strong self-confidence
- ❖ Very strong work ethic with a positive attitude

Work History

January 2022 – Present

Lobster Mobile – Gibraltar
Customer Service Specialist

Main Responsibilities

- Patiently talking through mobile phone/SIM troubleshooting with each customer on a wide range of phones.
- Providing professional yet personable customer service over the phone or email related to identification, payment and refunds processing and general account maintenance
- Providing detailed call logs after each interaction
- Daily use of CRM system
- Ensuring customers feel our support and the call or email thread has ended with a clear resolution

January 2022 – December 2022

Quooker UK – Manchester City Centre
Technical Support Specialist

Main Responsibilities:

- Provide technical support over the phone, email, online form system and live chat to primarily Quooker customers but also the general public, engineers, kitchen companies and business owners.
- Managing the diaries of Quooker and self-employed engineers
- Booking service appointments and planning routes making sure this is time efficient for the engineer whilst incorporating the customers requirements and commitments
- Liaising between customers and engineers to ensure smooth customer service is met
- Proficient use of Salesforce and Slack
- Resolving customer complaints with a can-do attitude

July 2020 – January 2022

Kingdom of Sweets – Rochdale
Administration Assistant

Main Responsibilities:

- Being the first point of contact for any type of administrative assistance that the managers of 5 stores across the UK may require
- Creating and amending internal invoices along with answering any queries
- Creating commercial invoices for stores located overseas plus paperwork detailing relevant information on the contents of the shipments
- Liaising with Customs Agents to meet their requirements
- Ordering stock for the warehouse and stores
- Answering any customer queries and ensuring customer satisfaction has been met
- Dealing with and logging any complaints courteously and professionally
- Liaising with people of all different skills, experience and backgrounds

January 2019 – July 2020

JLA Ltd – Rippenden
Promoted to GBD Credit Controller

Main Responsibilities:

- Maintaining the sales ledger accounts of high value customers
- Dealing with internal and external queries regarding billing and credit control
- Working with the relevant internal departments to resolve customer queries
- Creating and sending detailed statements to the customer
- Liaising with Accounts Payable including carrying out and requesting reconciliations.
- Achieving two monthly cash collection targets
- Using various systems to perform day to day duties such as Crystal, SAGE, SMART, Pivotal 5.9, Pivotal 6, IFS

- Allocating cash and credits
- Taking payment over the telephone using SagePay
- Use of customer online portals for invoicing including Coupa, Tradex and Cloud Dialogs
- Submitting Applications for Payment
- Obtaining Purchase Orders or uplifts
- Analysing customer data ensuring records are up to date and accurate at all times

July 2017 – January 2019

JLA Ltd – Ripponden
Credit Control Administrator

Main Responsibilities:

- Maintain up to date records for each customer
- Create and send statements to customers
- Creating, amending and sending invoices
- Submit invoices using various online portals
- Scanning and filing important documents into the correct location
- Perform account reconciliations
- Complete Applications for Payment on behalf of the credit controller
- Manage my own workload ensuring I was up to date with all admin duties as required by the credit controllers

August 2015 – July 2017

The Radisson Blu Edwardian Hotel 5* - Manchester City Centre
Spa Receptionist

Main responsibilities:

- Taking calls and bookings with an excellent telephone manner
- Daily use of Microsoft Office
- Being the first point of contact for all customers visiting or calling the spa
- Ensuring the spa was safely locked up and the cash was stored at night
- Remaining professional and courteous at all times whilst keeping hotel guests and the general public happy
- Having the flexibility to provide massage treatments for clients when I was needed on short notice
- Stock checks on treatment products
- General reception and spa duties i.e. Printing vouchers and photocopying treatment booklets, cleaning all areas, preparing treatment rooms and laundry duties

October 2013 - August 2015

Oldham College/The Caldermoor Retreat - Littleborough
Apprenticeship - Beauty Therapy

Main responsibilities:

- Taking bookings over the phone or in the salon
- Building valuable relationships with clients and maintaining client confidentiality

- Having the knowledge of and adhering to the Health and Safety at work Act 1974 at all times
- Providing a time efficient treatment to a high standard for clients. Including massage, gel nails and waxing.
- General salon duties which included cleaning, serving refreshments and preparing treatment areas

Qualifications:

- ❖ City And Guilds Level 2 and 3 Diploma in Beauty Therapy
- ❖ GCSE IT – A
- ❖ GCSE Drama- B
- ❖ GCSE English- C
- ❖ GCSE Maths- C
- ❖ GCSE Science- C