

George Day

Customer Service & HR Advisor

Customer Service & HR Advisor with five years of experience leading teams and providing excellent service. Led teams of 5-75 people across technology, business, and customer support.

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EXPERIENCE

O2 (Via Capita), Remote

Customer Service Advisor

May 2023 - Present

- Answer incoming customer calls promptly and professionally.
- Greet customers and establish rapport to create a positive customer experience.
- Listen attentively to customer inquiries, concerns, or issues.
- Provide accurate and relevant information about O2 products, services, and promotions.
- Assist customers with account-related queries, such as billing, payments, and plan changes.
- Troubleshoot and resolve customer problems effectively, ensuring customer satisfaction.
- Use appropriate empathy and active listening skills to understand customer needs.
- Handle customer complaints or escalations, following the company's guidelines and procedures.
- Collaborate with other departments or teams to resolve complex customer issues.
- Document customer interactions and update customer records in the company's CRM system.
- Upsell or cross-sell O2 products or services to enhance the customer's experience.

New Rays Chinese Takeaway, Shefford, Bedfordshire

Front of House Supervisor

September 2022 - Present

- Greet customers in a friendly and welcoming manner, providing a positive first impression.
- Take customer orders over the phone, ensuring accuracy and attentiveness to specific requests.
- Assist customers with menu inquiries, providing recommendations and answering questions about ingredients or dietary preferences.
- Process payments and handle cash transactions with accuracy and efficiency.
- Coordinate delivery orders, ensuring timely and accurate deliveries to customers.

SKILLS

Customer Service
Customer Support
Human Resources (HR)
Technical Support
Billing Support
Customer Experience
Customer Satisfaction
C#
HTML
CSS
SQL
JS
Microsoft 365
Team Management
Leadership
Training
Onboarding
Teamwork
Communication
English
Payroll

EDUCATION

Samuel Whitbread Academy

A Levels

Sept 2022 - July 2024

Shefford, Bedfordshire

Predicts:

- Computer Science - A
- Digital IT - L3D
- Business - L3M

- Handle customer complaints or concerns with empathy and problem-solving skills.
- Maintain knowledge of current promotions, specials, and menu items.
- Collaborate with kitchen staff to ensure accurate order preparation and timely service.
- Address customer inquiries regarding order status, estimated delivery time, or special requests.

Sparked Host LLC, Remote

Support Team Lead

April 2022 - June 2023

- Provide leadership and guidance to the customer support team.
- Monitor and manage the team's performance, ensuring high-quality service delivery.
- Train and onboard new customer support representatives.
- Set clear goals and expectations for the team and individuals.
- Conduct regular performance evaluations and provide constructive feedback.
- Develop and implement strategies to improve customer service efficiency and effectiveness.
- Act as an escalation point for complex customer issues or complaints.
- Analyze customer support metrics and generate reports for management.

HR Advisor

October 2021 - November 2022

- Provide HR support and guidance to employees and managers.
- Manage the recruitment and selection process by reviewing resumes, conducting interviews, and making recommendations.
- Coordinate new employee onboarding and orientation activities.
- Handle employee inquiries and provide information regarding company policies, procedures, and benefits.
- Assist in performance management processes, including performance evaluations, goal setting, and disciplinary actions.
- Support employee development and training initiatives.
- Administer HR-related documentation, such as employment contracts, offer letters, and termination letters.
- Maintain accurate employee records and update HR databases.
- Assist in employee relations matters, including conflict resolution and investigations.
- Ensure compliance with labor laws, regulations, and company policies.
- Collaborate with management to implement HR initiatives and programs.
- Stay up to date with HR trends and best practices.

Support Representative

June 2021 - November 2022

- Respond to customer inquiries and issues via tickets and live chat channels.
- Provide timely and accurate information to customers regarding product features, usage, and troubleshooting.

Samuel Whitbread Academy

GCSE

Sept 2020 - July 2022

Shefford, Bedfordshire

Grades:

- English Lit - 4
- English Lang - 4
- Maths - 5
- Science (Combined) - 55
- Digital IT - L2D
- Geography - 5
- Business - 5
- Food - 4

COURSES

Peninsula

July 2021 - July 2023

Online

- Fire Safety Awareness and Warden Duties
- First Aid Awareness
- Food Safety Awareness
- Working at Height Awareness
- Coronavirus Awareness for Employees
- Infection Prevention

- Handle customer complaints, concerns, and technical difficulties with professionalism and empathy.
- Prioritize and manage multiple tickets and live chat conversations simultaneously.
- Resolve customer issues by diagnosing problems, providing solutions, or escalating to appropriate teams when necessary.
- Follow company guidelines and procedures to ensure consistent and high-quality customer service.
- Document customer interactions and maintain detailed and accurate records.

cPanel

Dec 2022 - Dec 2023

Online

- cPanel Professional Certification Exam (CPP)

Freelance Work, Remote

System Administration & CV Writing

February 2019 - Present

East Anglian Air Ambulance

Dec 2022 - Dec 2025

Physical

- CPR & First Aid

Volunteering

Partnership Education, Shefford, Bedfordshire

Tech Support

November 2022 - Present

Samuel Whitbread Academy, Shefford, Bedfordshire

IT Teaching Assistant

November 2022 - Present

Bedfordshire Police, Police HQ - Kempston, Bedfordshire

Volunteer Police Cadet

August 2022 - June 2023

References

References available on request.