

Mark Gowing

Dedicated, loyal, team player

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In current employment.

Personal Details

Driver's License: Motorcycles

Eligible to work in the UK: Yes

Highest Level of Education: Diploma of Higher Education

Industry: Banking & Finance, Call Centre, Customer Service, Healthcare, Loading and Stocking, Management, Nursing, Personal Care & Home Health, Sales

Work Experience

Customer service/complaints

Transdev Group - Elland

September 2022 to Present

Taking customer complaints via email & Social media. Amending time tables on the mobile app for customers and the digital boards at stops and stations. Responding to customer questions on services running and cost of tickets.

Customer Service Assistant

Wayfair - Remote

February 2022 to September 2022

Taking incoming calls from existing customers, Addressing and resolving customer complaints. Changing delivery slots and actioning change of delivery address queries. Replacing damaged goods and arranging the collection of faulty goods. Amending customer accounts and helping customers with technical issues. Processing refunds and amending invoices and billing customers.

Lab assistant

Microsearch Laboratories - Halifax

June 2021 to February 2022

Preparing samples to pipet into plated agar. Pouring relivent agar's for sampling, restocking labs for the day ahead. General house keeping. Putting samples into the relevant incubators at correct temperatures ensuring correct removal date and sample time and client visible on label.

General Warehouse Operative

Advanced Supply Chain Group - Halifax

March 2021 to June 2021

Working in goods in warehouse. Unloading incoming containers and trailers. Checking stock against delivery notes and breaking down pallets for order picking and redistribution ensuring correct stock count on each pallet and correct postage labels are generated and attached to correct outgoing stock to various company's. General house keeping of warehouse and stock control.

- Picked, packed, and shipped items
- Made sure all items were clean. Three month temp contract.

Operations Lead/Dept Manager

NHS - West Yorkshire

April 2019 to February 2021

Chairing morning/evening staff meeting/briefing. Organising staff rota's and training all current/new staff.ensuring all staff are compliant with current policy/procedure's and health &safety/coshh training.inputting staff working hours/time sheet and submitting for approval. Inputting end of day figures and report's onto a live system. Reporting/ organising any site repairs, and reporting any concerns to the site manager, Managing any staffing/customer service complaints/issues when site manager is unavailable.

Mental Health Support Worker

Cygnets Health Care - Bradford

February 2014 to April 2019

Responsibilities

Filling in incident reports and care plans. Supporting mental health nurses with dressing and cleaning of wounds, doing hourly observations of high risk patients. Helping with meals and some personal cares when required. Also stoma cares. Using low level restraints to gain control of dangerous situations with volatile individuals. Also ensuring building is secure and all sharps are securely stored and locked away. Personal escort for patients to go to pre arranged appointment's, and organised activities. Sitting in on multi disciplinary meeting's.

Accomplishments

Gain a qualification as a Mappa instructor. Also gained a team teach qualification . I left this role due to injury received within this job.

Health Care Assistant

Savile Park Care Home - Halifax

February 2010 to February 2014

Assisting residents with personal cares/ Morning/Evening, also encouraging residents to join in with recall exercise and other daily activities. Assisting with individual meal support when required and focusing on personal centred care of individuals. Specialising in dementia care.Supporting the senior member of staff with administering medications when required. Completing daily care plans, and care plan reviews when needed. I left this role to work in the mental health sector.

Customer Service Advisor

The Direct Group Insurance - Elland

October 2008 to February 2010

Answering incoming calls from customers/Prospective customer's in regards to various Insurance inquiries.amending active customer policies and creating quotations on request. Answering current policy queries and taking payments on an in-house payment system.left as Short term contract role.

Bank Clerk

The Derbyshire building society - Greater Manchester
August 2007 to October 2008

Customer retentions, lead generation for the in branch F.S.A, Morning/Evening front of house cashing and balancing procedure's. Up-selling financial products to customers in branch. Working to daily KPI,s. Role ended due to branch closing.

Inbound Customer Service Advisor

J.D William's - Greater Manchester
January 2002 to August 2007

Taking incoming calls from customers to place orders, up-selling special offers in order to achieve daily/weekly KPI,s. Assisting with customer complaints when required. Assisting customers with product queries and arranging payment breaks and plans with customers who may be in arrears.

Buying dept Manager

Cash Generator - Greater Manchester
June 1997 to January 2002

Shop floor dressing and window dressing, serving customers on the shop floor and advising on products. Stock rotation and managing and organising the warehouse. Training staff on buying counter, morning/closing cashing balancing of tills and safe.buying in used goods and purchasing goods on a 28 day buy back plan. Extending buy back plans to repeat customers. Liassing with the local police force to apprehended stolen goods that may be brought into the store.managing any staff disaplinary,s in the buying department.

Agency Worker

Various Employment Agencies - Greater Manchester
August 1992 to May 1997

With in this time I chose to take various short and fixed term Agency jobs. Ranging from warehouse roles to retail assistant roles and some factory assembly roles.

Education

Moving and handling assesor in Nursing

Saville Park - Halifax
2010 to 2014

Diploma in health and social care level 2 in Nursing

Halifax
2015

Skills

- Team Lead
- Operation
- Customer Service (5 years)
- training (4 years)

- Microsoft Word
- Inventory
- Customer Service
- Warehouse Experience
- Picking and Packing
- Order Picking
- Load & Unload
- Loading
- Picker Packer
- Shipping Receiving
- Unloading
- Shipping
- MAPPA instructor (3 years)
- Lab Assistant
- Call Center
- Customer Support
- CSR

Certifications and Licenses

Level 2 diploma in health and social care

April 2015 to Present

Level 2 award in awareness of dementia qcf

December 2012 to Present

Being aware of the various types of dementia and how to use a personal centred care approach and understanding the varying challenging forms and how to use mirrored behaviour to defuse a possible volatile situation.

People handling&risk assessment key trainers certificate

January 2016 to January 2018

Medication Administration

October 2015 to October 2016

Understanding mental health

November 2015 to Present