



Sarah Scott

Personal

Due to some past health issues, I decided to take some time away from work until they were completely resolved .I feel I am now in an excellent position to return to the working environment.




Experience

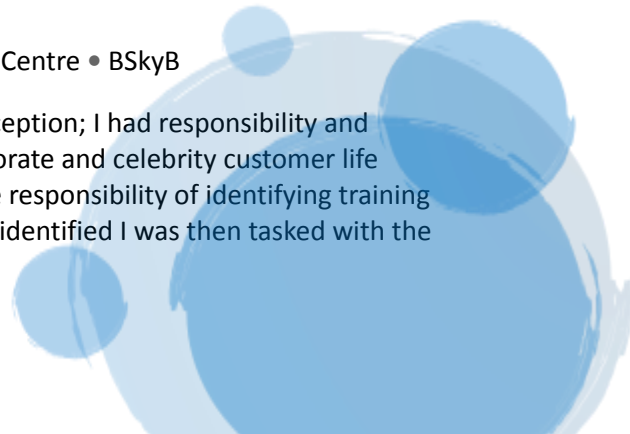
June 2015–August 2018
Emergency Call Handler • Contact Centre • Vets Now Ltd.


Vets Now are the experts in emergency and critical care veterinary practice. I was an integral part of the contact centre team at Dunfermline. This role demanded that I used my experience in: – Excellent customer service and communication skills – Experience in working in a high volume, fast-paced environment – Excellence in attention to detail – A passion for delivering service excellence. During my time on shift there were a large number of emergency calls received which required me to keep a cool head and deal with each call with professionalism and compassion.

June 2005–October 2010
VIP & Technical Consultant • Call Centre • BSKyB

I was part of the team from conception; I had responsibility and ownership for all executive corporate and celebrity customer life cycles. I also was tasked with the responsibility of identifying training needs for the department, once identified I was then tasked with the

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delivery of the training to the teams. This improved department productivity and customer experience. Some of my other highlights from the role included, creating new processes to enhance customer interaction and experience which resulted in faster response times increasing customer satisfaction. These processes and systems are still implemented and used today. I was also part of the call centre teams that won awards for customer excellence

July 2003–June 2005

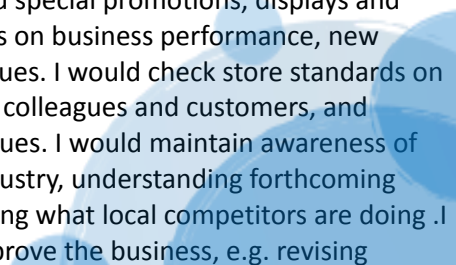
Head of Administration • Kitchen & Bathroom Specialists • Decorland

I was in charge of the office of a very busy kitchen and bathroom company. My duties included invoice and inventory control. I prepared itemised customer invoices .I have used a range of office software, including email, spreadsheets with on line and paper filing systems .Other duties included data entry, mail shots, booking in stock, updating pricing. I was in charge of re-ordering stock, answering the telephone, dealing with customer enquiries and general administrative support. I was required to plan and organise the duties and whereabouts of a team of 15 workers so that all the jobs were completed with the allocated time frame. I also Liaised with the customer constantly to ensure the management of their project and assisted them in any last minute design changes.

July 1994–April 1999

Store Manager • Jewellers • H Samuel

I was in responsible for managing and motivating a team of 12 rising to 20 during peak seasons. I managed stock levels and made key decisions about stock control. I was constantly analysing sales figures and forecasting future sales volumes to maximise profits. I would deal with all staffing issues such as interviewing potential staff, conducting appraisals and performance reviews, as well as providing or organising training and development. I was responsible for standards for quality, Customer service and ensuring that the health and safety standards were met. I would resolve customer queries/complaints swiftly whilst maintaining the customers' experience. I would promote the company locally by liaising with local schools, newspapers and the community in general. I organised special promotions, displays and events. I would update colleagues on business performance, new initiatives and other pertinent issues. I would check store standards on the shop floor regularly, assisting colleagues and customers, and identifying or resolving urgent issues. I would maintain awareness of market trends in similar retail industry, understanding forthcoming customer initiatives and monitoring what local competitors are doing .I would initiate any changes to improve the business, e.g. revising





opening hours to ensure the store can compete effectively in the local market. When I was in charge of the store we consistently hit our sales targets and maximised our profitability by 30 %. I took a career break between 1999 and 2003 to have a family

Specialist in Customer Experience, Customer Service, Customer Satisfaction, VIP Call Handling. Team Training and Improvement, KPI and Performance Management, Technical Customer Support, Personal Development.

Education

Fife College, Kirkcaldy

- Photography

Viewforth High School, Kirkcaldy

- Mathematics.
- English.
- Art.
- History.
- Modern Studies.

References

Available upon request.

