

Alex Peers

Northwich

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An experienced and professional person with vast knowledge of customer service and sales roles. A confident individual with excellent written and verbal skills which enable me to complete all tasks to a high standard. I am competent in working in a team or individual environments with a great attention to detail. I have excellent time management I can complete a variety of tasks with the ability to prioritise tasks to ensure all deadlines are met in a timely manner.

Work Experience

Office/Sales Administrator

European Solutions Ltd - Northwich

October 2018 to Present

- Deal with customer enquiries both verbally and written
- Provide support to the Accounts and Invoicing Team
- Generate quotes for Customers based on their individual needs
- Liase with the Office Manager
- Negotiate with external clients to reduce buying costs and maximise profit
- Provide Marketing and Promotional Data to maximise sales and profitability
- Ensure Client orders and completed and despatched on time
- Inventory control and Stock Management
- Order processing and managing on going orders
- Quality control on finished products prior to despatch
- Managing and resolving client complaints
- Providing in house IT Support

Call Agent

The Claim Guys

February 2018 to October 2018

- Dealing with customer enquiries
- Work with GDPR regulations
- Work within The Claims Manager Regulator
- Complete claims forms and send them to the corresponding lenders
- Provide client updates throughout the claims process

Stock Supervisor

Booker Cash and Carry

July 2017 to February 2018

- Manage stock levels across the business
- Plan and execute forecast plans to ensure enough stock is available for promotions
- Generate a Waste and Shrinkage report to all Senior Managers
- Plan shop floor layouts to maximise sales

- Manage resource to ensure efficient running of shifts
- Plan stock takes to ensure stock accuracy
- Support customers with general queries and escalate to the relevant people
- Ensure all code checks are carried out to ensure out of date stock is removed from sale

Replenishment Co-ordinator

Booker Cash and Carry

March 2015 to July 2017

- Ensure that stock replenishment was completed by the end of shift
- Carry out shop floor checks to make sure the store is presentable for opening the next day
- Ensure that all targets were met
- Carry out counterbalance truck duties
- Cash handling and taken card payments from customers
- Providing customer service to all customers

Education

A-Level or equivalent

Skills

- Customer Service
- Stock Control
- Microsoft Office Packages including Excel
- Team Management
- Forklift Truck Experience
- Time Management
- Problem Solving
- Accounts and Invoicing
- IT support (Less than 1 year)
- Office Administration
- Microsoft Office