
Robert Miller

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CUSTOMER SERVICE / BRANCH MANAGEMENT / TEAM TRAINER

Possessing a number of achievements within Branch and Customer Services Management. Excellent commercial approach to solving problems, optimising and training teams, whilst pro-actively developing new business strategies and ideas and meeting agreed sales targets. Now looking to fully utilize management skills whilst continuing to make a significant contribution for a major player in the North East.

AREAS OF EXPERTISE

- Branch Management
- Customer service administration
- Salesmanship
- Identification of customer needs
- Staff motivation
- Equal ops. (Diversity)
- Business development
- Maximizing sales
- Credit / budget controls
- Staff training / development
- Customer focus / retention
- Money laundering policies
- Operational Management
- Auditing
- Quality Assurance
- Performance reviews
- Team leadership
- Staff recruitment

EDUCATION

CTP	Branch Management Training Programme	Nov - 03
BSc	Computer Programming and Mathematics (1 st year only)	2000 - 01
Diploma	Sports Science (Distinction)	1996 - 98

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS



CUSTOMER ACCOUNT MANAGER May 02 - Present (RELIEF BRANCH MANAGER – PERSONAL BANKING HFC BANK)

As an appendage to this position my Branch Management skills are also utilized:

Handling 121 coaching conference calls, sales and insurance reporting and tracking, up to 15 Million in receivables, and up to 20 staff within budget.

- Achieved agreed sales, growth, bad debt and profit targets.
- Increased PCA by adapting to change from sales orientated activities.
- Developed existing customers accounts after Identifying "at risk" renewals.
- Reduced abandoned telephone calls whilst ensuring focus on customer.

As CAM: responsible for managing 5 CSRs and the day to day administration of the customer services section, dealing with all complaints and enquiries. Responding to a wide range of banking products and services. Reviewing call centre performance reports and responding to system / network issues.

- Personal Banking Top Performer - 4th within the whole of (PB) UK sales of new money, insurance and speciality insurance. Qualified for rewards at the Annual Academy Event.
 - Consistently achieved specialty insurance penetration target by 70% .
 - Completed management "Fast Track" whilst maintaining top levels sales.
 - Generated nearly £300,000 sales and maximising sales opportunities with every form of customer interaction.
 - Developed new business. "Employee of the Month" on a regular basis.
 - Won national accolades for team performance.
 - Instrumental in increasing turnover from £45,000 to £80,000 (over 100% of target).
 - Increased retention whilst competing with the aggressive, new marketplace.
 - Ensured all team and personal targets were met and exceeded on personal loan and income protection insurance policies (£500 - £6000).
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PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

As an appendage to this position my Training skills were utilized:

Staff Training:

Responsible for staff coaching and assessments, ensuring staff are up-to-date and all new procedures are adhered to. Supported the delivery of management training / development solutions that met customer needs by working on specific projects for the design, development and implementation of effective people development.

- Project managed and evaluated training programmes within demanding timescales, such as telesales, customer service, appraisal skills, cascade training, trainer skills.
- Implemented reward and recognition schemes.
- Building the branch team - coached, led and maximized efficiencies and performance.
- Trained several sales teams on new products as part of new business sector campaign.
- Follow-up research concluded, improved budgets, increased profits, improved moral.

SALES AND SERVICE ADVISOR

BARCLAYS

Dec 01 - May 02

Barclays Bank Plc, Sunderland

Responsible for selling a range of services, dealing with complaints and enquiries as well as sales promotions and new deals. Involved in training new staff.

- Top Advisor in the Team on a regular basis, won award for team performance.
- Ensured focus on customer whilst reducing the number of contacts made to Barclays Bank.
- Met all targeted levels of KPIs whilst ensuring that the highest level of customer service was delivered.
- Exceeded personal loan and income protection insurance policies (£1500 - £2500).
- Increased retention whilst competing with the aggressive, new marketplace.
- Instrumental in building call centre team - coached, led and maximized call efficiencies and performance.

CUSTOMER SERVICE ADVISOR

May 00 - Nov 01

British Telecom, Newcastle upon Tyne

- Increased PCA by adapting to change from sales orientated activities.
- Helped deliver an increase of over 35% for all sales of additional lines.
- Helped organise a training programme for new entrants.
- Significantly increased revenue whilst training on a wide range of products and sales techniques.

BARS MANAGER

1998 - 00

K Bar (Peirs Adams) London

- Decreased all stock losses, reduced all cash losses, trained staff to NVQ, Increased G.P. to 62%.

PROFESSIONAL DEVELOPMENT

Various Internal courses: Account management, people management, leading and training for success, priority / time management, relationship management, performance reviews, Health and Safety, CLAIT. call centre management, leading and training for success, priority / time management, SOHO. - All courses commensurate with areas of expertise / key skills.

Interests /pastimes: Team sports, tennis, keep fit. I.T.

Personal: Born 1977. Single. Non-smoker.

References available on request.
