
Paula Jones

Address Line 1
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Gateshead
Post Code

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FRENCH GRADUATE / SALES / CUSTOMER SERVICE

Good customer service experience, and a strong background of achievement supporting all levels of management - working to set schedules and deadlines. Now looking to make an effective contribution to a high profile, blue chip company / organisation in the North East in return for a challenging career and opportunity for progression. Fluent French / colloquial German speaker. Willing to undertake post-qualification training to ultimately serve contract.

EDUCATION

B.A. (Hons) French with Sociology (University of Sunderland)

1995 - 99

PROFESSIONAL EXPERIENCE & SIGNIFICANT ACHIEVEMENTS

COMMUNICATIONS OPERATOR

June 03 - present

Write Police A Here, (South Shields)

- Dealing with 999 calls (up to 60 per day) and all other enquiries in a polite and efficient manner gaining as much information as possible to assist the Police Officers attending scenes.
- Making sure that priority is given to emergency calls, when life may be in danger, a crime is in progress, or immediate action is needed to secure evidence.
- Developed high degree of communication skills.
- Providing professional advice over the telephone and have an officer attend if necessary, considering short term solutions where appropriate.

Write Company B Here, Newcastle upon Tyne (1998-03)

- Part of a busy team dealing with complaints and enquiries, meeting daily deadlines and targets.
- When required took charge and solved difficult problems for the team.
- Took responsibility as Acting Team Leader when necessary, that involved staff coaching and quality assessments, ensuring staff are up-to-date on all new products and services and all new procedures are adhered to.
- Identified need for new information retrieval database which is used everyday.
- Ensured all targets are met.
- Coached new staff, leading and maximizing call efficiencies and performance.

Write Company C Here, Newcastle upon Tyne (1996-97)

- Helped ensure the smooth running of the store, dealing / serving customers, maintaining, arranging and pricing the produce, merchandising, cashing up the till / banking. Also maintained stock and checked deliveries.
- In the Managers absence I would help organise other part-time and new staff in their duties.
- Identified and met customer's needs.
- Consistently over achieved set targets and out performed other sales assistants.

Date of birth: 1979, *Marital status:* Married, *Full Clean Driving licence.*

Interests: Skiing, Travel, (Languages: Fluent English, French and colloquial German).

References available on request.

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