

ALEX WILLIAMS

LOGISTICS CUSTOMER EXPERT

CONTACT

Location: London

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PERSONAL STATEMENT

Top-reviewed customer service professional with 99% approval rating over 10 years of logistics expertise. Qualified negotiator and 3 times staff award winner at X Corp for operational efficiency and partner liaison. Leadership of pilot tests for cutting-edge live support systems. Currently seeking a challenging, fast-paced operations and customer support role in an expanding sustainability-focused organisation, where I can add further value with my personal involvement in environmental responsibility.

PROFESSIONAL EXPERTISE

- Advanced negotiation
- Remote team leadership
- Sustainability expertise
- Live support superuser
- Bilingual (English - Spanish)
- In-house trainer qualification
- Multi-site co-ordination
- Operations management
- Mental Health First Aider

WORK HISTORY

► Customer Liaison & Operations Executive

(X Corp – 2015-present)

ACHIEVEMENTS

- 3 times annual staff award winner for performance
- Led 4 pilot tests of live support systems and made business case for investment
- Established vulnerable client taskforce & reduced discrimination complaints by 66%

RESPONSIBILITIES

- System testing
 - Delivery coordination
 - Remote team leadership
 - Partner liaison
 - Warehouse supervision
 - Live support superuser
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► Customer Support Assistant

(Waddleston Deliveries – 2011-15)

ACHIEVEMENTS

- Designed staff rota leading to 15% call wait decrease
- Volunteer Waste Reduction Marshall
- Acting customer support manager 2014-15

RESPONSIBILITIES

- | | | |
|-----------------------------|---------------------|---------------------------|
| • Customer satisfaction | • Quality Assurance | • Health & Safety monitor |
| • Bilingual call monitoring | • Self-tasking | • In-house trainer |

► Delivery technician

(Tanker Breweries – 2008-11)

ACHIEVEMENTS

- 100% audit pass rate
- Manager commendation for performance
- Increased near-miss reporting by 50%

RESPONSIBILITIES

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|----------------------------|-----------------------|---------------------------|
| • Warehouse safety monitor | • Delivery completion | • Database administration |
| • Manual handling | • Partner liaison | • Audit officer |

EDUCATION & QUALIFICATIONS

- Advanced customer negotiator (CPD, 2023)
- Conflict and negotiation skills (CPD, 2021)
- Leading teams safely (2020)
- In-house trainer qualification (CPD, 2017)
- Customer communications management (2014, 2018)
- BSc Environmental Studies (Warwick University, 2010)

REFERENCES AVAILABLE ON REQUEST
