

Daniel Brooks

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PROFESSIONAL SUMMARY

Customer service team leader with over five years of experience across retail and contact-centre roles. Known for calm problem-solving, coaching new staff and lifting team performance. Looking for a role where I can keep developing a team and improve the customer experience.

KEY SKILLS

- Team leadership and coaching
- Customer complaint resolution
- Rostering and scheduling
- CRM and ticketing systems
- Training and onboarding
- Reporting and KPIs
- Conflict resolution
- Process improvement

WORK EXPERIENCE

Customer Service Team Leader Jun 2022 – Present
XXXX Services, Brisbane, QLD

- Lead a team of eight customer service staff, including rostering, coaching and performance reviews
- Reduced average call wait times by reworking the daily roster around peak periods
- Onboarded and trained six new team members, creating a simple onboarding checklist still in use
- Handled escalated complaints and turned several at-risk accounts into repeat customers

Customer Service Representative Feb 2019 – Jun 2022
XXXX Retail Group, Brisbane, QLD

- Resolved customer enquiries by phone, email and live chat, consistently meeting response targets
- Recognised twice for the highest customer satisfaction scores in the team
- Helped trial a new ticketing system and trained colleagues on the change

EDUCATION

Certificate IV in Leadership and Management 2022
TAFE example, QLD
Completed.

Certificate III in Business 2018
TAFE example, QLD
Completed.

LICENCES & CERTIFICATIONS

- Driver's licence (full)
- First Aid certificate (HLTAID011)

REFEREES

Referees available on request.