

Diane Corriette

37 Dewsbury Road, Luton, Beds, LU3 2HH – dcorriette@gmail.com – 07745 858483

I am a motivated and enthusiastic Customer Service Advisor with a background in freelance digital marketing working from home, and as a secretarial/administrative temp.

Experience and Expertise

January 2017-Present – Customer Service Advisor (Rentals Department)

I am responsible for delivering excellent customer service in a busy contact centre. Dealing with inbound calls from hospitals, members of the public, District Nurses and engineers my role involves meeting their needs whilst achieving personal and team targets.

Duties include:

- Dealing with customer queries efficiently in a professional manner ensuring that excellent customer service is delivered on each call.
- Taking orders from customers, listening carefully to their requests and adding this information into the SAP system, while identifying cross sell opportunities.
- Managing the expectations of internal and external customers - keeping them informed and up to date throughout.
- Arranging the installation, repair and cancellation of rental equipment via SAP, Tesseract and eTrace.
- Actively seeking feedback from customers using a company satisfaction survey in line with my KPI's.
- Liaising and supporting Rental Service Technicians with all queries.
- Managing communication using Outlook.
- Ensuring errors are kept to a minimum.
- Implement outcomes of coaching, feedback and training in line with set objectives.
- To arrive on time (arriving 10 minutes earlier to set up systems) and work various shift patterns and times including weekends and late evenings.

Systems used in this role include

System Applications and Products (SAP) data processing system, plus MyMediset - a system created specifically for the organisation within SAP

RMS - Order Management System (their old system before moving onto SAP in Feb 2017)

Tesseract Service Centre - browser based Field Service Management Software

Excel, Word and Outlook

eTrace – An online clinical protocol ordering system. Hospitals use this system to order and cancel products. The system is managed via the rentals team.

May 2015-December 2016 – Temporary Roles

Working as a temporary employee through employment agencies my roles have included Support Administrator within a locum medical service company and Administrator within a marketing business. Duties included data entry and cleansing, information gathering, client contact, providing quotes for marketing material, creating and sending out of invoices, dealing with customer queries, managing domain names and putting up WordPress websites.

Little Fish Digital Media 2007-2015 (now called Digitally Connected)

I set up WordPress websites for small business owners and ran workshops in blogging and content creation to help bring in new business. I still occasionally set up websites on the weekend. Customer service was key to keeping people happy and getting referrals for work.

D's Office Services 1996-2007

I left employment to start a freelance secretarial business, running it from home. Working with small business owners I provided a typing/training service helping business owners learn how to effectively use their computer.

During this time, I retrained in adult education and began running training workshops for small local community groups. I also managed short projects for Ealing Centre for Voluntary Services (ECVS) and Harrow Association of Voluntary Services (HAVS). I ran these projects for several years. My time with both organisations was on a freelance basis however as one project ended I was always provided with another.

Pepe Jeans 1989-1996

Working in the sales and marketing department as a secretary. After a few years, I was promoted to a Personal Assistant working with the Director of HR and Managing Director. I kept their diary, dealt with typing and filing of correspondence and oversaw the company car fleet, including maintenance and repairs.

Qualifications

Professional Diploma in Digital Marketing
7307 Further & Adult Education Teacher's
Certificate
A Level English Language & Literature

Professional Certificate in Management
Managing Voluntary & Non-Profit Enterprises
Winning Resources & Support (fundraising)
Professional Certified Life Coach Program

Interests

Transforming my health in my late 40s. I am interested in redefining ageing and showing that at any age we can be healthy and love life. Nutrition and Fitness, including weight lifting, swimming and walking. I love to travel and go on walking adventures. Reading. Cinema. Writing and music festivals are also a passion.