

AMY BRANSON

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ABOUT ME

Highly organised with strong communication skills and a methodical mind. I am a proven performer who is punctual and professional and happy to work on my own initiative as well as being a strong team player. A solid administrator with strong IT skills and a desire to succeed in every task that is set.

EDUCATION

2002 - 2007 - The Kingswood School
English, Maths, Science, German,
History, Textiles, Media Studies, IT and
Religious Studies.

EXPERIENCE

09/22 - The Splash Lab

Now **B2B Customer Service Manager (UK & ROW)**

- Creating new processes and procedures including training manuals and knowledge base.
- Technical Support and Customer Support.
- Order Processing, Calls, and Email Management.
- Order Management, Stock Management and Credit Control.
- Incident Management.
- Weekly KPI and SLA reporting.
- Reporting to key stakeholders.

09/21 - Property Hub

08/22 **Customer Support Manager**

- Creating new processes and procedures including training manuals and knowledge base.
- Technical Support and Customer Support.
- Incident Management.
- KYC and AML checking.
- Weekly KPI and SLA reporting.
- Team 1-2-1s and reviews including performance management.
- Reporting to key stakeholders and the team of developers.
- Recruitment

03/21 - Collaber

09/21 **Customer Support Manager**

- Creating new processes and procedures including training manuals and knowledge base.
 - Technical Support and Customer Support.
 - Order Management, Stock Management and Credit Control.
 - Supplier Management including Logistics.
 - Weekly KPI and SLA reporting.
 - Team 1-2-1s and reviews including performance management.
 - Reporting to key stakeholders and the team of developers.
 - Recruitment
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EXPERIENCE

05/19 - **Beauty Fort Ltd**

03/21 **B2B Sales Team Manager**

- Creating new processes and procedures including training manuals and knowledge base.
- Technical Support and Customer Support.
- Order Management, Stock Management and Credit Control.
- Weekly KPI and SLA reporting.
- Team 1-2-1s and reviews including performance management.
- B2B Warehouse Management.

05/14 - **The Chat Shop**

01/19 **Operations Team Manager**

- Creating new processes and procedures including training manuals and knowledge base.
- Technical Support and Customer Support.
- Incident management.
- Weekly KPI and SLA reporting.
- Team Leader, Senior Agent and Recruitment Agents 1-2-1s and reviews including performance management.
- Reporting to key stakeholders and the team of developers.
- Monthly budgeting and forecasting.
- Monthly payroll for UK and US employees.
- Off site consultancy work. (Denver CO, Dallas TX and Brighton)
- Weekly management meetings
- Recruitment

PREVIOUS EXPERIENCE

Flight Centre

International Travel Consultant

LA Fitness

Membership Sales Advisor

Sweetpea and Willow

Trade and Contracts Manager

Graham and Green

Customer Service Supervisor

The Listening Company

Sales Team Leader (Sky Live Chat Campaign)

TUI

Overseas Holiday Representative (Cyprus)

Avon Cosmetics

Customer Service Representative

VOLUNTEERING

12/21 - I currently volunteer for The Pawfect Match. We are a small team who help cats rescued from the streets, or from breeders, in Bahrain find loving homes in the UK. This includes arranging travel, sending invoices, adoption contracts and ongoing support.
