

Amy Nash

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GRAPHIC DESIGNER - SOCIAL CURATOR - HARD WORKER

I have worked in a variety of roles, and I now feel its time to find my calling.

I have a huge passion for graphic design, illustration and people! What I have loved, in all my previous employments, is working with customers; I am a number one people person! Weather it be chit-chat on the till, serving their food or dealing with complaints, I thoroughly enjoy the customer environment.

With previously working within the Guest Services of nationwide leisure company, my skills have developed in order to confront and resolve customer related issues on a professional level before they escalate further. This was a phone agent position, however I often assisted with the response rate of emails and social media.

As a Phone Agent, I developed an excellent telephone manner, I scored twice at 92.5% with mystery callers, and selective calls for management assessment scored between 95% & 100%. I also received a commendation from an external site for fraud prevention.

My current role consists of building trust and a bond with customer's as well as producing sales, dealing with personal accounts and meeting KPI's. The standard of work I offer complies with recent changes in PCI regulations when dealing with client's personal information and card details.

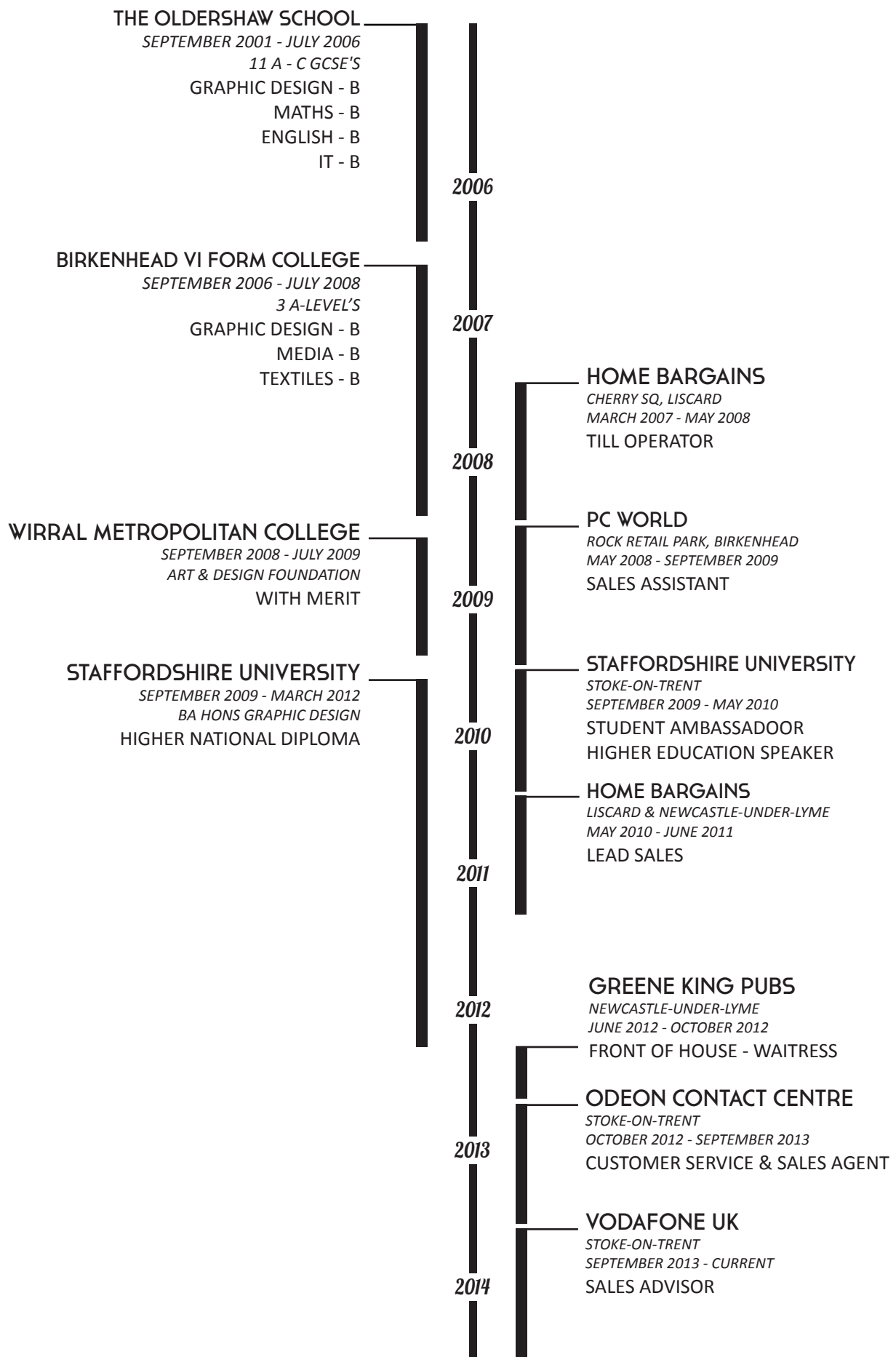
Although I absolutely love my job, I would love to focus more on customer care, which may also challenge my creativity. I am taking this opportunity to look for a career adjustment after intensive development of my customer relation's skills.

I would love to work full time in Social Media: looking after individual concerns, focusing on the growth of a fan base by expanding the interest and popularity of a company. I have an ambition to find a career that I can apply my strong social personality to, with a customer care priority.

I work fluently with Adobe Photoshop, Illustrator, and have used InDesign for brochure layouts in the past. Socially, I am confident conversing via email, by phone, and working online using Facebook & Twitter.

I would ideally be looking to work between 30 -50 hours per week. I come with a strong work ethic and have collected a selection of key skills in recent years through multiple roles, however I am also keen to apply myself where new attainments may be available.

- THANK YOU -



- REFERENCES & CERTIFICATES AVAILABLE ON REQUEST -