


# Courtnie Kerr

 courtnielouisekerr@hotmail.com

 07931172061

 [linkedin.com/in/courtnie-kerr](https://www.linkedin.com/in/courtnie-kerr)

## Summary

I am an experienced individual with a bachelors degree in Journalism. With my multi-media background alongside my retail experience and call centre work, I am always determined to take on challenges and exceed any goals. Completing my degree to a high standard whilst also having a demanding part-time job allowed me to improve my skill set massively and proves that I can fully immerse myself in all high-pressure situations. During my time working in customer service environments I have built the ability to provide outstanding service and having dealt with a large range of customers, I possess high standard skills in team work, organisation and problem solving, which ensures that I will represent any business in a professional, approachable manner.

## Experience

### **Customer Service Representative**

#### BGL Insurance

Jul 2019 - Present (3 years 11 months)

Multi-Skilled Customer Experience Representative; In this role I am currently in, I am a hybrid representative trained to deal with Customer Service, Renewals and Sales. The work I do is as follows:

- Dealing with calls and ensuring support is provided to our customers for a multitude of brands and answering any queries they may have about their policy, as well as making any relevant changes in an efficient manner to ensure all of our customers are supported and service level agreements are met.
- Negotiating and securing renewals to retain business.
- Assisting with redirecting our customers to the relevant suppliers in relation to any existing claims.

### **Sales Assistant**

#### The Works Stores Ltd

Jul 2016 - Jul 2019 (3 years 1 month)

Greeting customers and helping them find various items in the store.

- Serving on tills - giving excellent customer service whilst handling cash, card and high street voucher payments.
- Deliveries - receiving large quantities of stock, storing stock correctly, as well as ensuring all ordered stock has been delivered and arrived in an acceptable condition. Checking the price of stock and labelling each item accordingly whilst filling stock on the shop floor.
- Merchandising - merchandising tables and walls in section to ensure they are easily shoppable for customers and up to company organisation standards.
- Safe handling - completing end of day cash audits on till floats. Completing handovers of cash during the hours of trading and checking the correct amount of money is in tills at the end of the day, as well as ensuring floats are correct for the following day's trading whilst adhering to company cash handling policies.

### **Journalism Intern**

## Belle Bridal Magazine

Mar 2019 - Mar 2019 (1 month)

Ten-day work placement as part of my final year of studies.

- Writing articles on real weddings, styled photoshoots and upcoming events.
- Designing posters and social media content on Adobe programs to promote upcoming wedding shows.
- Handling Belle Bridal social media channels and promoting upcoming events via social media.
- Handling orders of physical print copies and distributing orders to customers.



## Music Editor

### Northern Lights

Sep 2017 - Jun 2018 (10 months)

Searching for stories to be uploaded to the site by our content writers and myself.

- Setting up interviews and organising press tickets for events/shows.
- Writing for the site on arts, entertainment and culture in the North East.



## Sales Assistant

### Card Factory

Feb 2016 - Mar 2016 (2 months)

Deliveries - receiving palettes of stock and ensuring all stock was stored correctly.

- Working stock on the shop floor and ensuring all shelves were full.
- Merchandising and organising seasonal stock into section.



## Sales Assistant

### Sports Direct

Aug 2015 - Jan 2016 (6 months)

Working tills - this involved handling large amounts of cash and taking card payments, as well as ensuring all items sold were free of any security tags.

- Customer service - keeping a high standard of service whilst alternating between different sections of the store - including footwear, tills and clothing departments. My main role was to assist customers, for example, retrieving footwear for customers from the stockrooms
- Targets - ensuring I was hitting company targets on a personal and store-wide level when selling products on footwear and on till fronts.



## Teaching Assistant

### Academy 360 During Studies

Sep 2012 - Feb 2013 (6 months)

Voluntary - Academy 360 during studies; Helping children from ages 4-9 develop their reading and writing skills.

- This entailed spending a couple of hours with a different child every week to help them become more confident in their reading and writing abilities - anything they weren't as confident with we would work on.
- Helping them understand different vocabulary/pronunciations of words that they didn't understand.



## Sales Assistant

## Selfridges

Jun 2012 - Jun 2012 (1 month)

working and checking stock, ensuring all clothing merchandised out on the shop floor was organised in size order to improve the customer's experience whilst shopping.

- Customer service - working on the fitting rooms and ensuring all unwanted clothing brought into the fitting rooms went back to the correct department in the store as well as helping customers find any items or sizes they may need in clothing.
- Hygiene - Cleaning the shop and ensuring strict hygiene standards were met.

## Education



**University of Sunderland**

BA Hons, Journalism



**Sunderland College**



## Skills

adobe • adobe photoshop • adobe premiere • art • batchelor • cash handling • content management • customer relations • customer service • design

## Honors & Awards



**Markerstudy Award - Markerstudy Insurance**

Nov 2022

Award given for a call saving a customers life in April 2022.



**Shorthand 60 words per minute - University of Sunderland**

NCTJ accredited shorthand