

Adam Colegrove

021796662

adam.colegrove@gmail.com

PERSONAL STATEMENT

A confident individual with 28+ years of experience assisting clients and customers with various needs, I have developed extensive transferable skills ready to put into action in a new environment and industry. With an enjoyment of guiding others, I seek a role within a Contact Centre/Customer focused team that will see me contributing to success and results.

RELEVANT SKILLS

- Developing and maintaining long term client relationships - rebooking clients and repeat custom
- Working to schedules and deadlines - keeping on top of a booking schedule
- Ability to think laterally and problem solve - establishing clients' needs through my years in service
- Ability to work alone and in a team - with an emphasis on collaboration and support
- Strength in clarification - excellent product knowledge and how to apply that to a customer's needs
- Typing skills - strong
- Experience in Windows Operating Software
- Exposure to a helpdesk environment with Spark Help Desk for Spark sport Rugby World Cup 2019
- I value attention to detail - being organised and efficient are highly important
- My written and verbal communication skills - strong with emphasis on grammar in my education

QUALIFICATIONS

Diploma in Hairdressing
Serville's Academy

1993

EMPLOYMENT HISTORY

Help Desk – Rugby World Cup

September 16th - September 23rd

Spark

Responsibilities

- Solve customer queries via inbound calls
- Address and overcome conflict resolutions
- Update customer information on inbound CRM system
- Assist and support fellow team members when required
- Update team leaders and supervisors of issues that needed escalating

Senior Hairdresser

March 2018 - March 2019

Face and Body Titirangi

Responsibilities

- Guiding Cutting and colouring hair
- Maintaining ongoing future bookings
- Reception duties
- Housekeeping of station
- Sale of Haircare products
- Guide Junior Stylists on cuts, colours and other styling functions

Senior Hairdresser – Self employed

Aug 2009 - March 2018

George Hair and Beauty

- Cutting and colouring hair
- Maintaining ongoing future bookings
- Reception duties when required
- Book keeping

INTERESTS

- Writing and producing original music
- Performing original music live
- Organising public music events

REFEREES

Margaret Walsh

Face and Body Titirangi

0274735914

margaretwalsh@xtra.co.nz

Jaime Addy

George Hair and Beauty

021874472

