

Colleen Dempsey

Currently working 5 days a week in a Quality Assurance Specialist role at Motorway. 16+ years of customer service experience, showing commitment and dedication to all tasks assigned to me, working in fast-paced, deadline-driven environments and still delivering consistently high standards of service.

Skilled at developing and maintaining detailed administrative tasks and processes and working effectively with different departments to coordinate information flow to quickly identify and resolve problems.

Present and previous positions have taught me a lot about dealing with problems under pressure with the ability to build rapport with people from all backgrounds.

Experience of supervising teams of 8+ people, while training and inducting new staff.

Plenty of experience working with the public and the ability to diffuse difficult situations in a calm and professional manner. Ambitious nature with a positive mindset and goals of exceeding future projects.

Experience

- 2022.03 - Present

Quality Assurance Specialist
Motorway, Brighton

- Conducting tests and inspections.
 - Presenting solutions.
 - Quality assuring vehicle profiles to go onto the bespoke selling platform for dealers.
 - Feeding back to agents and Managers on any issues.
 - Replying to customer queries using the CRM system.
 - Training new starters & current staff, writing up training guides.
 - Inbound & outbound calls & e-mails daily.
 - Helping with sales support.
 - Regular meetings.
 - Achieving targets.
- 2021.08 - 2022.03

Store Administrator/Acting Manager
Carpetright, Hove

- Deputising for the Manager and ensuring full care of the shop was always maintained.
 - Acting store manager when head manager wasn't available.
 - Managing online portal for client data, ensuring all data is GDPR compliant and input correctly.
 - Mentoring new starters and assisting in warehouse duties and deliveries.
 - Arranging the Rota for the carpet fitters.
 - Being responsible for opening and closing the shop, with full key holder responsibilities.
 - Monitoring stock levels and ordering stock as necessary.
 - Providing security and safety for all individuals through health and safety and first aid knowledge.
 - Reconciling all cash and card orders at close of business at the end of shifts and keeping up to date with the banking.
 - Keeping up to date with the day to days tasks.
 - Handling customer enquiries to a high standard face-to-face, over the phone and through email.
- 2015.04 - 2020.03

Security
Head Door Supervisor, Brighton & Surrounding Areas

- Work reports.
 - Bars, Clubs, Festivals, Events & Filmsets.
 - Administrative role for each venue worked in.
 - Watching people's behaviour & dealing with conflict.
 - Dealing with emergencies and co-operating with police, first aiders and management.

Further experience and education on LinkedIn.

Personal Info

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- E-MAIL:**
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- ADDRESS:**
Brighton, UK.
- LINKEDIN:**
[Colleen Dempsey | LinkedIn](#)

Education

- Blatchington Mill Senior School
Aug 2000 – July 2004
- E2E Training
BBC Radio Station
Jan 2004 – Feb 2004
- ITQ Level 2/ I.T. Course
Brighton MET College
Jan 2012 - Feb 2012
- Prince's Trust course/
Residential Trip
Whitehawk Inn
May 2012 – Aug 2012
- Level 2 Diploma/
Digital Accelerator Course
Creative Industries
Jan 2018 - Feb 2018
- AAT Level 1 Business Skills
Brighton MET College
Apr 2021 – May 2021

Additional Info

- Confident with a range of IT packages including Word, Excel, Internet & Email.
- Confident with Adobe programs and procreate.
- Achieved various other courses in between jobs.

References

References on Request.