

# Melissa Grewer

## Contact

Melbourne, Australia  
+61 487 897 965  
melissagrewer@yahoo.co.uk

Nationality: British  
Date of Birth: 26/06/1995

## Education

Manchester Metropolitan  
University, Manchester –  
BA (Hons) Social Care (2:1)

Xaverian College, Manchester –  
A Levels: Health and Social Care  
Double Award (BB)

Parrswood High School,  
Manchester –  
GCSEs grades: ICT (A), Science  
(B), Maths (B), English (C),  
Business Studies (C)

TEFL Level 5

## Key skills

Communication skills  
Team work  
Independent working  
Microsoft applications  
Computer literate  
Time management  
Social Media  
Customer service  
Adaptable  
Resilient  
Quick learner

## About me:

Experienced customer service professional with 14 years of expertise in working with the public, both in person and through phone/email communication. Recently relocated to Australia from Manchester, U.K., bringing a strong background in providing exceptional service across various industries. Adept at managing customer queries, resolving issues efficiently, and delivering tailored solutions in fast-paced environments. Known for excellent communication skills, a positive attitude, and a commitment to exceeding customer expectations.

## Experience

*October 2023 to November 2024*

Rent and Income Officer • Manchester City Council

I worked closely with tenants to manage their rent arrears in temporary accommodation, via email, phone and letters, to discuss reducing or clearing their arrears.

*December 2022 – September 2023*

Student Experience Officer • University of Liverpool

I was the first point of contact for student fees, scholarships and bursary queries and dealt with queries from colleagues within and outside of the Division and University, orally and in writing.

*November 2019 – December 2022*

Student Recruitment and Support Advisor • The Open University

I was responsible for providing and gathering information to students to help them make an informed decision on their qualification and/or module choice, communicating with them orally and in writing. I was seconded to the training team and trained new staff members, conducted 121 meetings, identified learning needs to adjust training materials.

## Interests

Creating content for social media platforms  
Big foodie  
Swimming/gym  
Going for walks  
Reading  
Socialising  
Meeting new people  
Travelling  
Attending music events

## References

Caroline Darlington, Manchester City Council  
354/356 Lightbowne Road, Manchester, M40 0HJ  
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Helen Bartlett, University of Liverpool  
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Sarah Barrow, The Open University  
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