
Mr Kier Gardiner

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I recently returned from an incredible four-month sabbatical in Southeast Asia and am now looking for a new remote customer service role. While I currently reside in Portugal, I am open to opportunities that may require me to return to Southeast Asia in the future. I am confident in my ability to excel in any role and am excited to see where my career takes me next.

As a welcoming and supportive voice, I prioritize the needs of those I assist and strive to make their goals my own. Witnessing their accomplishments fills me with satisfaction and inspires me to contribute to their ongoing journey of growth. Creating a nurturing atmosphere where individuals can thrive is my ultimate aim.

May 2022 – February 2023

PIB Insurance- *Team Leader*

I took on a new challenge when I switched roles and joined PIB, joining a department that was going through a transition. They were relocating within the UK and were in the process of recruiting over 20 new members of staff. This was the largest team I had ever been responsible for. Unlike my previous role, I didn't have any prior experience in the new position I was leading.

October 2019 – May 2022

Ageas Insurance- *Team Leader*

As the leader of my team, I ensure that we achieve our goals by monitoring our performance and identifying areas for improvement. Through offering constructive feedback, I assist my team members in honing and developing their skills, while also establishing clear and concise channels of communication - ensuring that my team members feel heard and valued at all times. It gives me great pleasure to mentor and train my team members to grow in their careers. Winning the Team Leader of the Year award at the Southwest Contact Centre Awards in 2021 was a significant accomplishment that strengthened my confidence in my leadership approach..

September 2017 - October 2019

Ageas Insurance, Gloucester- *Customer Consultant*

I have developed a versatile set of skills that enable me to work across a range of brands on a daily basis. My key responsibilities include handling both inbound and outbound calls, where I prioritize delivering exceptional customer service by adapting my communication style to align with the

customer's needs. In addition to this, I take great care to ensure that all data entry is accurate and up-to-date during these interactions. One of my key strengths lies in being able to identify crucial information and effectively communicate its significance to the customer, thereby enhancing their overall experience

July 2015- August 2017

Gap Outlet, Gloucester - *Sales Assistant*

During my time at Gap, I had the opportunity to work in a professional environment while attending college full-time. This job allowed me to explore my interest in customer service. My daily responsibilities included maintaining a professional appearance, promoting sales, answering customer questions, managing cash, keeping track of inventory, training new staff members, and collaborating with colleagues in a dynamic customer-facing role.

September 2015 - May 2017

Gloucestershire College, - *BTEC Business Management Level 3*

While in college, I completed a two-year course consisting of 16 distinct units. These units covered various aspects of business, such as marketing, finance, teamwork, and administration.

*Achieved Grade - D*D*D*

September 2010 - May 2015

Severn Vale School, Gloucester - *GCSE's*

English Language - B

English literature- B

Mathematics- B

Media - B

IT - Merit

Statistics - C

Leisure and Tourism - C

Double Science - C C

References available upon request