Curriculum Vitae

**Name**: Rehan Mahmood

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**Rehan Mahmood**

**Personal Statement**

I consider myself as an excellent team player who works well within a team but also use my own initiative. I am an effective communicator and understand the needs to deliver outstanding customer service whilst managing and prioritising my work load accordingly.

I am a motivated individual who is willing to have a go at anything. I am persistent and determined to achieve my aspirations. My goal is to be a successful employee in a Debt Collection / Customer Service based role where I can utilise my current skillset and expand on my current knowledge.

**Experience**

**Present**

I am looking for a new career and a new role. Im currently working with my brother in his motor trade business.

**The Zinc Group Ltd Jan-May 2023**

I rejoined the Zinc group in january, here I worked on a client american express. I worked as a customer account manager and did really well within my role, I hit target and my monthly audits month after month. I always asked the customer the root cause of the financial situation and build up a good raport with the customers to gain further knowledge and getting the best possible outcome for them.

I worked as part of a team and was encouraging and helping other members on my team as well as gaining knowlegde from my senior members. I always looked to progress within my role and do everything to the best of my ability.

**Mobility Bathing group september 2021- march 2022**

Mobility bathing group is a company that provides elderley and disabled people with bathroom facilitys. My role for this company was to deal with complaints and make sure I seek a resolution with the customers. Aditional to my role I was also dealing with aged debt and collecting payments and dealing with warranty work and product queries.

Here I gained knowledge on plumbing, products and manufacture knowledge. I have gained a lot more customer service experience dealing with elderly clients and making sure they get a quality finish on there bathroom and making sure questions and queries are answered from start to finish of the instalation.

I scheduled in bookings and appointments for Field managers for inspections and plumbers for a week to week basis.

I considered myself a team player. I helped and assisted my team when I could and always made sure daily work and targets were completed. we would liase with Field Managers and plumbers and customers on a day to day basis. We would make sure customers are out first and not left without facillities.

**The zinc group (August 2018 – September 2021)**

I started working at the zinc group as a customer account manager

* Collecting payments on behalf of clients
* Ensuring customer satisfaction and meeting the client’s needs.
* Being empathetic towards customers and ensuring I support them alongside the process.
* Chasing payments via phone calls and email
* Ensuring all clients are kept up to date with the process

I also worked as a Debt Collector / Customer Service Advisor for Shell Energy at The Zinc Group and currently I work on the banking team. Working within a variety of sectors has broadened my knowledge in the different requirements needed but also strengthened my current skillset of collecting monies whilst providing an excellent customer service.

**Port 60 LTD (August 2017 – August 2018)**

Within this role I would working within the Recruitment Department. I would work alongside the director, ensuring all needs and requirements were met. This role included advertising current job positions available with relevent information to help assist finding the right candidates for each role.

**Lear Corporation (February 2017 – August 2017)**

I had completed various roles here including:

* DCI ensuring the prodcuction line doesn’t stop
* Warehouse and production

**Napoli pizza (March 2015 – February 2017)**

This role enabled me to gain communication skills through speaking to customers over the phone and face to face. also had to complete given orders in a certain time period which gave me the ability of time keeping and working under pressure.

Education

**2011-2014** Trinity High School & Sixth Form Centre

**At Trinity High School I studied:**

Resistant materials (GCSE)

Business (GCSE)

Geography (GCSE)

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| **Subject** | **Grade** |
| Maths (GCSE) | C |
| English (GCSE) | C |
| Science(BTEC) | M |
| ICT (BTEC) | M |
| Geography (GCSE) | C |
| Business (GCSE) | C |
| RE (GCSE) | C |
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