

Customer Service Specialist at Arrow ECS United Kingdom

Top Skills

Information Security

Data Security

Internet Security

Summary

Experienced Customer Support Specialist with a demonstrated history of working in the information technology and services industry. Skilled in Managed Services, Enterprise Software, Sales, Customer Relationship Management (CRM), and Microsoft Dynamics CRM. Strong support professional.

Experience

Arrow ECS United Kingdom

Customer Service Specialist

April 2014 - Present (10 years 5 months)

Newmarket

Working as part of the Customer Services team, the prime function is to provide administrative assistance to the sales team.

There is strong emphasis on administration in this role with a need to be proactive, highly organised and have great attention to detail.

Working alongside Sales Account Managers, assisting them and liaising with customers on:

- Order queries
- Reseller email/telephone enquiries
- Sending all electronic licenses / support documents to resellers
- Providing proof of deliveries (POD's)
- Estimated time arrivals (ETA's)
- Returns Material Authorisation (RMA's)
- Reseller back order reports

Unipalm/Computerlinks

Customer Support Advisor

January 2001 - April 2014 (13 years 4 months)

COMPUTERLINKS was acquired by Arrow ECS in October 2013.

TR Fastenings
Purchasing Assistant
June 1999 - December 2000 (1 year 7 months)

Boots
Assistant Supervisor
December 1991 - June 1999 (7 years 7 months)

Education

West Suffolk College
Business & Finance · (1990 - 1991)

St Benedicts RC Upper School
· (1987 - 1990)