

# Grace Trumpton

Gateshead, Tyne & Wear

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Consumer Relations professional who has made a significant contribution to the business performance of a major consumer products company with global markets. Has an acknowledged reputation for delivering superior customer service with meticulous attention to detail. Works with strong personal leadership to achieve excellent business results in a competitive, engaging consumer focused environment. Effective and skilled communicator used to dealing with people from all walks of life including Regulatory Bodies, Senior Executives and members of the public. Enthusiastic, thorough and committed to succeed.

## Key Skills:

- ICT Competent in Microsoft Office suites: Word, Excel, Powerpoint
- Effective presentation skills: spoken and written
- Skilled Coach and Trains the Trainer
- Myers Briggs trained
- Consumer profiling and product promotion strategies
- Association of Part time Tutors(APTT) teaching in adult community education(TIACE)

## Career History

### Consumer Relations Advisor

### ABCD Products Ltd

**1999 - 2012**

My role was communicating with consumers via email, letters and telephone calls, handling complaints and testimonials

- Delivered excellent consumer care and consistently achieved 98% quality ratings and recognition awards for using initiative and exceeding what was expected of the role to ensure consumer satisfaction
- Delivered respectful, knowledgeable and friendly relationships, enjoyed building a rapport with consumers to achieve the best possible result
- Brand owner within the consumer relations team, writing product information for advisors product knowledge tool, simplifying information to tailor it for specific needs.
- Rewrote consumer responses to enable the team to complete more cases on first contact thus reducing costs per contact.
- Wrote tailored responses for difficult cases to prevent consumers needing to re-contact
- Delivered coaching to new hires and outside agencies, in product and system knowledge. Also delivered refresher training to existing employees, achieved a high rated feedback from trainees.
- Secured consumer personal identifiable information (PII) by implementing a process to send information within the company whilst safeguarding the data preventing any insecurities.

**Browns Pharmacy****Shop Assistant****1994 - 1998**

My job was within the retail outlet and to serve customers in the pharmacy reporting to the Senior Pharmacist. My responsibilities were:

- Adhering to strict guidelines about what can be sold to whom and questions that must be asked when purchasing certain medicines
- Successfully completed pharmacy counter staff certificate.
- Managed stock control
- Maintained organised and tidy shop floor and stock room
- Handled money transactions
- Acted as supervisor for newsagents attached to pharmacy to cover maternity leave

**Short Term Retail Roles****1992 - 1994**

Over a period of four years, I worked in areas of hospitality and Laundry Services. During this time I enjoyed the aspects of direct responsibility for managing others, handling and reconciling cash takings and inventory control: what stock we have, where it is located and what replacement stock is needed. During this time I developed good skills in:

- Customer Service in a face to face environment
- Value of team leadership and organisation
- Technical knowledge of products and the handling of hazardous products in dry cleaning

**Gateshead Medical Centre****SASD assistant****1985 - 1998**

My role was to ensure all theatre instrumentation is sterilised and packed appropriately for theatres and I achieved the following:

- Devised a process of having packs made up ready for instrument trays to save time during busy periods and keep productivity up during quieter periods.
- Organised work processes to ensure the most efficient handling of cleaning and packing was undertaken thus reducing handling times.

**Early Career work through Agencies**

- BT call centre handling consumer calls.
- The post office managing reception.
- P&G in the role of consumer relations advisor before being taken on permanently.

**Qualifications and Training**

GCSE levels: 8 passes including English, Biology, Art, CSE grade 1 typing

Pre nursing course-covering history of medicine, nursing care, psychology, English and first aid. Included practical work on wards at Preston hospital

IT Training ECDL 2009

Leadership training

Customer Care Training

Association of Part time Tutors (APTT) teaching in adult community education (TIACE)