**Curriculum Vitae - Chama Maya Mwape**

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**Work Experience**

**Client services administrator – MoreLife**

**September 2023 – JULY 2025**

* Making outbound calls to new referrals to gain contact consent and to book patients onto their treatment.
* Discussing with patients preferred treatment options.
* Updating the client database accurately and keeping client records confidential
* Working through client lists to triage onto the correct treatment types.
* Using patient referral records to assess risk and safeguarding needs.
* Sending patient emails, letters, and SMS messages to inform them of the progress on their file.
* Working through mailboxes responding to queries from GP surgeries and processing referrals onto the system
* Ensuring all patients are moved onto their chosen waiting list to ensure booking calls can be made efficiently.

**HYBRID IAPT ADMINISTRATOR – VITA HEALTH GROUP
September 2022 – MAY 2023**

* Working between two teams assisting IAPT patients with queries regarding their treatment.
* Inbound and outbound calls, inbound and outbound emails.
* Working through waiting lists to book patients onto available treatments.
* Discharging and managing after treatment support where necessary.
* Adding new treatment courses to IAPTUS system.
* Contacting patients in the event of any DNA’s (did not attend)
* Technical support for patients.
* Contacting patients ahead of treatment to confirm attendance.
* Sending mass emails to patients with details of their treatment appointments.
* Setting up live events on MS Teams for group treatments.

**Recruitment Specialist - BonBon Languages**

**March 2022 – MAY 2022**

* Posting French & German speaking roles to job sites, managing, and assessing new applications ensuring candidates met requirements.
* Pre-screening candidates over the phone to understand their job search in more detail.
* Video MS Teams interview candidates to register them with the agency fully and ensure they understand the role completely.
* Formatting CV’s to be sent to the clients/hiring managers.
* Marketing CVs out to prospective clients.
* Sending mass emails to prospective clients and candidates to increase our client base and applications.

Enrolment Officer **- Learning Curve Group**

**November 2021 - December 2021**

* Calling learners to enrol them onto the system, taking and inputting accurate and confidential information, building a rapport with the learners to gain their trust to obtain the information needed.
* Signing and submitting accurate information to the learner files with Adobe Sign.
* Supporting learners through the course onboarding system from enrolment through to induction.

**Customer Service Officer – Leeds City Council**

**March 2021 - November 2021**

* Taking switchboard calls from members of the public and transferring to relevant departments after listening to their enquiry and identifying their needs.
* Taking calls from Leeds residents regarding the local elections.
* Outbound calls to residents who had received a positive test result for COVID-19 to complete the Test and Trace questionnaire.
* Giving basic health information.
* Signposting for any potential welfare needs.
* Adhering to GDPR regulations and prioritising residents’ confidentiality

**HR Administrator - Jet2.com and Jet2holidays**

**February 2020 - March 2020**

* Compiling and sending out reference requests.
* Processing leaver information: removing their hard copy/paper files from the employee files, ensuring the files archival for 7 years under GDPR regulations, also ensuring that electronic files were organised into the leavers folders on the Jet2 database.
* Producing acceptance of resignation letters; advising on Jet2.com and Jet2holidays leavers protocol, including last pay details, annual leave adjustments, returning of company property and uniforms.
* Producing and sending parental leave letters, outlining employees’ entitlement for time off and including pay details.

**Tele-interviewer – LifeSearch**

**February 2018 - October 2019**

* Working to a diary in an efficient and accurate manner
* Making outbound calls to clients, taking them through Life Insurance applications in an accurate and time effective manner.
* Complying to GDPR regulations.
* Communicating with other departments and insurers during the client journey to ensure the process ran as smoothly as possible for the client.
* Being flexible enough to pick up any of my colleagues calls if they were absent or running late.
* Data Entry - picking up applications where there had been an error and correcting this and submitting the correct information to the insurer.

**Customer Service Advisor – MASTA Travel Health**

**September 2017 - January 2018**

* Inbound calls and emails from customers past and present of MASTA
* Booking customers into the clinic diaries for appointments for their travel vaccinations.
* Dealing with stock and appointment queries from the clinics and GP’s.
* Occasional problem solving whenever issues would arise with the clinics and any booking issues.
* Working from a diary effectively

**Customer Service Advisor- ghd**

**December 2016 - September 2017**

* Taking incoming emails via Zendesk and inbound calls from customers of ghd hair.
* Providing technical support and advice to customers, placing new orders, and dealing with customer complaints.
* Dealing with escalations regarding product faults & injury/damage to person and private property in a sensitive manner.

**Digital Support Advisor - StepChange debt charity**

**November 2015 - November 2016**

* Taking incoming emails and web chats from present clients interested in the debt advice service that StepChange provide and advising on how to proceed.
* I learnt a great deal about types of debt and debt management which I feel I could put into practice in another role.
* Working with clients who were in a vulnerable position and supporting them throughout the process.
* Always remaining professional and empathetic due to the nature of the queries we would receive.

**Customer Care Advisor (Nights) - Arcadia Group**

**October 2013 - November 2015**

* Taking calls and emails from customers future and present of the Arcadia group
* Dealing with all general enquiries, payment issues, stock availability, placing customer orders and dealing with refunds.
* Training new starters and supervising the team when a member of management was not available.
* Organising work across team during busy periods to ensure service level agreements and KPI’s were all adhered to
* My key role whilst at Arcadia was working on the brand social media sites (Facebook and Twitter). When I worked for the Arcadia Group it was made up of nine assorted brands, this meant that when responding from a particular brand I would cater my response to suit the brand; for instance, Topshop/Topman/Miss Selfridge are all younger brands so we would respond in a more informal manner, using emojis and more conversational. This would be varied across the brands and was imperative that we kept to this.
* We would often not only have to respond through the brand but go directly to the Twitter site and check if any of our brands were trending or if anyone had Tweeted about the brand but not mentioned us directly. We would also need to respond to these customers with the same rules as customers who had mentioned us directly.
* A great deal of the serious customer escalations were expressed on social media; it was important to deal with these enquiries as a priority to ensure we preserved the brand name and avoid it escalating and becoming a trending topic.

**Education**

**BTEC National Diploma - Thomas Danby College - September 2008 – June 2010**

* Performing Arts - DISTINCTION

**BTEC Level 2 CERTIFICATE -Primrose High School 6th Form - Sept 2006 – May 2008**

* Business Studies - MERIT

**GCSE - Primrose High School – January 2006 – June 2006**

* Maths - C
* English Language - C
* Science (Double award) - C, C
* Art & Design (Double award) – C, C

**GCSE - City of Leeds High School - September 2002 – December 2005**

* Science - C
* English Literature - C