

# David I Moses

## Basic information

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<b>Name</b>	David I Moses
<b>Email address</b>	dmoses12@hotmail.co.uk
<b>Phone number</b>	07355304319
<b>Address</b>	CV21 2JF Rugby
<b>LinkedIn</b>	linkedin.com/in/david-moses-82a19b17b

## Professional Profile

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Experienced Customer Service and Complaints Executive with over five years in SaaS, banking, travel, and EV solutions. Skilled in resolving complex customer issues, managing escalations, and driving process improvements using CRM tools like Salesforce, Jira, and Zendesk. Known for mentoring teams, fostering collaboration, and enhancing service efficiency.

Currently expanding skills in programming languages (HTML, CSS, SQL) to deepen technical problem-solving and contribute to innovative, tech-driven initiatives.

Dedicated to delivering exceptional customer experiences and operational excellence.

## Work experience

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**June 2023 - November 2024**

### **Escalations Executive Onto Warwick**

Responding to multi-channel customer requests and queries promptly and professionally.

Responding to customer complaints and escalated cases inhouse and via the government regulator (BVRLA).

Generating and suggesting systematic solutions to solve customer queries or anticipate customer future needs.

Communicating/Liaising between different departments across the company.

Undertaking side projects to improve CRM.

**March 2021 - May 2023**

### **Operations assistant/ CS team Online Filings (SAAS company)**

Undertaking several side tasks within a SAAS startup.

Responding to inbound customer requests and queries, relating to products, subscriptions, contracts, invoicing through various contact platforms such as: phone, chat & emails.

Resolving customers' complaints, taking action to fix problems and following-up regularly to ensure a rapid solution for customers.

Writing content aimed at optimising the customer experience; maximising cross-sales opportunities and improving onboarding content for new employees.

Being actively involved in training new employee, through on-the-job training.  
Proactively investigating and resolving/reporting tech errors(bug).  
Regularly, liaising between client and relevant government body.  
Managing/Overseeing specific departments within firm.

**August 2020 - February 2021**

**Technical support specialist**  
**Webhelp Oeiras**

Responding to inbound customer requests, document relevant case information.  
Ensuring an excellent customer satisfaction.  
Assisting users with Pre-Sales, General Inquiries, and technical support issues via phone (including troubleshooting relevant electronic devices).  
Responding appropriately to customer escalations and escalate issues and customers to higher tiers of support as defined and documented.  
Collaborating with other technicians to resolve or properly close help tickets.  
Managing individual ticket queues.

**May 2019 - June 2020**

**Customer Service Specialist**  
**Conectys Lisbon**

First point of contact for a banking client.  
Working across multiple channels (email & live chat) to give customers a best in class experience.  
Working on preventing fraud, protecting data and safeguarding customers.  
Process inquiries from existing and new customers and deal with their wishes and questions with the latest CRM tools (Salesforce).

**July 2017 - August 2017**

**Policy Support Administrator**  
**AlphZULU Advocates London**

Provide policy and administrative support for the delivery of parliamentary forum on the sustainable development goals; Conduct desk research on forum topics covering economic, social and environmental issues; Support logistics for forum delivery; Take notes and prepare report post forum.

**June 2016 - September 2016**

**Administrator**  
**United Anodisers London**

Liaise with customers and suppliers; Order Pricing and Processing; General office Administration duties; Controlling and ordering all stationery and office equipment supplies; Managing meetings; Extensive use of Microsoft office (Word, Excel and Access).

## Education

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**September 2015 - May 2017**

**Accounting and Economics (BA Hons)**  
**De Montfort University Leicester**

Awarded a Certificate of Higher Education upon a completion of the first year, with an intention to finish the course in the near future.

**September 2013 - June 2015**

**A - Levels**  
**Bishopshalt School London**

Accounting  
Mathematics  
Media  
Business

## Skills

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Extensive use of Microsoft Office.

Extensive use of Salesforce, Jira, Zendesk & Confluence.

Excellent Communication & Numeracy skills.

Keen attention to detail, accuracy & result orientation.

Completion of A1.1 & 2 German course.

## Interests & Achievements

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- Sports/Fitness
- Reading

## References

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References available upon request.