

# Holly-Amy Gill

Burnley BB10 2SP

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Friendly and reliable individual with experience in customer service, hospitality, and call centre environments. Skilled in communicating clearly, working in fast-paced settings, and making customers feel valued and supported. Known for being organised, a quick learner, and a team player who always brings a positive attitude. Looking for a new opportunity where I can continue to help others and grow my skills.

Willing to relocate: Anywhere

## Personal Details

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**Driver's License:** Cars

**Eligible to work in the UK:** Yes

**Highest Level of Education:** A-Level or equivalent

## Work Experience

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### Call Centre Agent

Capll LTD-Burnley, Lancashire

September 2023 to Present

- Made welcome calls to new donors, offering a warm and professional introduction on behalf of the chosen charity
- Verified personal and donation details to ensure accuracy and compliance with data protection regulations
- Answered initial questions about the charity's mission, values, and how donations make an impact
- Provided excellent customer service by building rapport and ensuring donors felt appreciated and informed
- Accurately recorded and updated donor information in the system, maintaining confidentiality at all times
- Worked collaboratively with team members and supervisors to meet call targets and maintain high-quality standards

### Bartender

Smack water jacks-Burnley, Lancashire

March 2023 to October 2023

- Prepared and served a variety of alcoholic and non-alcoholic beverages to customers in a fast-paced environment
- Maintained a clean and organised bar area, restocking supplies as needed
- Delivered excellent customer service, building rapport with regular customers and handling complaints professionally
- Worked closely with team members and management to ensure smooth bar operations
- Ensured compliance with licensing laws and health and safety regulations
- Handled cash and card transactions accurately and efficiently
- Assisted in setting up and closing down the bar each day, including stock rotation and inventory checks

## **Customer Service Advisor**

BT/EE-Accrington, Lancashire

August 2022 to March 2023

- Provided first-class customer service over the phone, via chat, and email, helping customers with billing, technical issues, and general enquiries
- Handled high volumes of calls in a fast-paced environment while maintaining excellent communication and professionalism
- Resolved customer complaints efficiently and empathetically, aiming for first-time resolution and high satisfaction scores
- Worked with internal systems to update customer accounts, process changes, and log interactions
- Supported customers through troubleshooting steps, ensuring accurate information was shared and complex issues were escalated appropriately
- Met and exceeded performance targets including call handling time, customer satisfaction, and quality assurance scores
- Collaborated with team leaders and colleagues to improve processes and deliver excellent service

## **McDonalds Crew Member**

McDonald's-Burnley, Lancashire

April 2021 to August 2022

- Delivered fast, friendly, and accurate service to customers both at the counter and drive-thru
- Prepared food and beverages according to McDonald's quality and safety standards
- Maintained cleanliness and organisation in all areas of the restaurant, including the kitchen, dining area, and restrooms
- Worked as part of a team to ensure smooth daily operations and meet customer demand during busy periods
- Followed health and safety procedures, including food hygiene and equipment handling
- Assisted with stock rotation and restocking supplies to keep service areas well-equipped
- Handled customer queries and concerns professionally, ensuring a positive dining experience

## **Server/Cleaner**

Jones' bar-Burnley, Lancashire

July 2020 to April 2021

- Supported bar staff by clearing tables, cleaning surfaces, and maintaining a tidy and welcoming environment for customers
- Assisted with basic drink preparation, including pouring beer under supervision, in line with legal and safety guidelines
- Ensured prompt removal of used glasses and dishes, keeping customer areas clean and organised during busy periods
- Helped with end-of-day cleaning tasks such as wiping down tables, sweeping floors, and restocking supplies
- Provided friendly customer service by helping guests with seating and answering basic questions
- Worked well as part of a team in a fast-paced hospitality setting

## **Education**

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### **A Level equivalent in Drama**

Burnley College

September 2020 to September 2022

## **GCSE**

Blessed trinity

September 2015 to September 2020

### **Skills**

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- Excellent customer service • Clear and friendly communication • Good listener • Team player • Able to stay calm under pressure • Good attention to detail • Organised and reliable • Fast learner
- Confident using computers and phone systems • Able to multitask • Positive and professional attitude • Good time management • Problem solver • Experience handling money and payments