

Tom Fletcher

Customer Service Team Leader

Leeds, United Kingdom · tom.fletcher@gmail.com · +44 7389 654 217 ·

linkedin.com/in/tomfletcher-cs



Customer Service Management graduate from Leeds Beckett University who progressed from part time adviser to **acting team leader at Sky**, supervising **12 agents**. Achieved a **92% team quality score** and reduced average handling time by **18 seconds** through targeted coaching. Skilled in Salesforce, Avaya, and workforce management tools.

EXPERIENCE

Acting Team Leader, Sky, Leeds

Jan 2025 – Jun 2025

Promoted from adviser to acting team leader in the broadband retention team at the Leeds contact centre.

- Supervised a team of **12 customer service agents**, conducting weekly 1:1 coaching sessions and monthly performance reviews
- Achieved a team quality score of **92%** against a target of 85%, the highest in the department for Q1 2025
- Reduced team average handling time by **18 seconds** through call flow coaching and knowledge base improvements
- Handled an average of **25+ escalated complaints per week** with an **88% first call resolution rate**

Customer Service Adviser (Part-time), Sky, Leeds

Sep 2023 – Dec 2024

Part-time inbound adviser in the broadband support team during university.

- Handled an average of **45 calls per shift** covering billing queries, technical troubleshooting, and package upgrades
- Maintained a personal quality score of **95%** and a customer satisfaction rating of **4.6 out of 5**
- Trained **8 new starters** through their first 90 days, covering call handling, system navigation, and compliance procedures

EDUCATION

BA (Hons) Customer Service Management in Customer Service Management, Leeds Beckett University, Leeds

Sep 2022 – Jun 2025

2:1 (66%). Dissertation analysed the relationship between agent coaching frequency and first call resolution rates across 3 UK contact centres. Modules included Service Operations, People Management, and Consumer Behaviour.

SKILLS

Team Leadership, Salesforce CRM, Avaya Telephony, Quality Monitoring, Workforce Management, Complaint Handling, Performance Coaching, KPI Reporting, Microsoft Excel, Call Flow Analysis, Rota Planning, New Starter Training, Customer Retention

CERTIFICATIONS

ILM Level 3 Award in Leadership and Management, Institute of Leadership and Management

Feb 2025

Customer Service Practitioner Level 2 Apprenticeship, Sky / Babington Group

Mar 2024

LANGUAGES

English - Native

PROJECTS

Knowledge Base Restructure

Feb 2025 – Apr 2025

Led the restructure of **85 knowledge base articles** for the broadband support team. Reduced agent search time by **25%** and contributed to a **12 second drop in average handling time**.

New Starter Buddy Programme

Sep 2024 – Jan 2025

Designed and piloted a buddy programme pairing **8 new hires** with experienced agents. Early attrition in the team dropped from **30% to 15%** during the pilot period.

REFERENCES

Laura Gibson, Operations Manager, Sky Leeds, available on request, available on request

EXTRA CURRICULAR ACTIVITY

Leeds Beckett Employability Mentor

Jan 2024 – Jun 2025

Mentored **6 first year students** on CV writing, interview preparation, and part-time job applications. Held **fortnightly 30 minute sessions** over 2 semesters.

Leeds Beckett Football Club (Captain)

Sep 2023 – Jun 2025

Captained the 2nd XI for **2 seasons**, organising training sessions for **22 players** and leading the team to promotion in BUCS League 2024/25.

Samaritans Listening Volunteer

Jun 2023 – Jun 2025

Completed the full Samaritans training programme and volunteered **one 4 hour shift per week** at the Leeds branch, providing emotional support through phone and text.