



STEVEN PARR

Customer Service Assistant

PROFESSIONAL SUMMARY

Dedicated and detail-oriented professional with a strong background in customer service, administration, and analytics. Proven ability to resolve complex customer issues, manage operations, and analyze data to enhance business performance. Adept at working in fast-paced environments, collaborating with cross-functional teams, and maintaining regulatory compliance.

TECHNICAL AND ANALYTICAL

- Data Analysis: Identifying patterns and irregularities in financial or operational data.
- Risk Assessment: Experience in fraud detection and anti-money laundering protocols.
- Investigative Techniques: Skilled in credit and compliance research.
- Software: Familiar with financial monitoring systems and CRM platforms.

EDUCATION

- Performance Marketing – 20th January 2025 – Coursiv - Online
- Copywriting Foundations – 14th January 2025 – Coursiv - Online
- Customer Service NVQ Level 1 – 2020 – Preston College UK
- Counselling Skills NVQ Level 2 – 2019 – Preston College UK
- Music Production NVQ Level 1 – CWP, Preston
- Safe Handling of Drinking Water Services – Certified, 2016
- Confined Spaces Training (Level 2) – City & Guilds, 2016
- CSCS Site Safety for Plumbers – CITB, 2015
- Computer Literacy – Distinction, Preston College, 2007
- Advanced Hypnotherapy – American Alliance of Hypnotists, 2012
- NVQ Level 1 & 2 in Retail & Distributive Operations – Kedder Training
- Forklift Licenses – Batley's Cash & Carry
- Driving License – ASW Driving School, 2001

WORK EXPERIENCE

CUSTOMER SERVICE / ASSISTANT MANAGER

Squiggles Electronics, Malta
Nov 2023 – Present

- Manage daily operations, including inventory control and end-of-day reconciliations.
- Provide frontline customer service, managing queries, returns, and complaints.

OFFICE MANAGER

Pro Lets Real Estate Agency, Malta
Apr 2023 – Apr 2024

- Lead office operations including opening/closing, recruitment, and staff mentoring.
- Train new staff and oversee adherence to customer service protocols.
- Negotiate deals between property owners and clients.
- Conduct viewings and generate business through client outreach.

CUSTOMER SERVICE ASSISTANT

Shell Energy Broadband, UK
Sep 2022 – Dec 2022

- Handled high volumes of inbound calls and customer complaints.
- Ensured timely resolutions while adhering to GDPR and AML standards.
- Coordinated with technical and billing departments for escalated issues.

CONTACT

PHONE:
+356 77580033

WEBSITE:
<https://stevenparr.online>

EMAIL:
seestetv@gmail.com

RESIDENCY

ID: Maltese Pre-Brexit – 0272709A
Valid until 28/04/2031

ADDRESS: 301 Sunrise FL2, Triq L-Etna, Mellieha, Malta, MLH2200

NATIONAL OBSERVER

Oceanis
Jun 2023 – Sep 2023

- Monitored international Bluefin Tuna transfers to ensure legal compliance.
- Submitted detailed reports to regulatory authorities.
- Utilized observational data to detect and report irregularities.

ASSISTANT MANAGER

Squiggles Electronics, Malta
Sep 2021 – Jul 2022

- Oversaw stock levels, customer relations, and daily financial operations.
- Ensured service excellence through issue resolution and team supervision.

SHIP'S MATE

SeaTrips.com Malta
Apr 2020 – Sep 2021

- Delivered exceptional guest experiences aboard cruises.
- Supported with bar service, security, catering, and maintenance.

DRIVER

Ace Vehicle Deliveries, UK
Apr 2018 – Dec 2019

- Nationwide vehicle deliveries, using route planning and GPS systems.
- Maintained customer communication and vehicle condition reports.

CREDIT UNDERWRITER

First National Tricity Finance Ltd (Experian UK)
2000 – 2003

- Conducted financial reviews using investigative databases (CIFAS, Voters Register, etc.).
- Prepared risk assessments and collaborated with fraud departments.

WEB DEVELOPMENT SKILLS

