**Alexander James Rose**

Flat 8 Chepstow House, 16-20 Chepstow Street, Manchester, M1 5JF. Tel: 0775 3489 375

Email: alexander\_j\_rose@yahoo.co.uk

An honest and hard working individual, trustworthy and reliable. My strengths are in problem solving, verbal reasoning and decision making.

**Education**

2000-2003 **Portsmouth University**. King Henry Building, King Henry Street, Southsea, Portsmouth.

 **BSc (hons)** **Psychology** Language and Culture

 Language Development

Psychology and Law

 Psychology of Prisons

 Statistics

 **International World Language Programme**

 French Level 5

 Italian Level 1

1998-2000  **South Trafford College**. Manchester Rd, Sale, Manchester

A-Levels: Psychology C

 French C

 Sociology D

 Gen. Studies D

GCSE: Psychology B

1993-1998 **Altrincham Grammar School for Boys**. Marlborough Rd, Cheshire.

 GCSE: 11xA\*-C

Maths, English (x2), Science (x2), French, German, Geography, Music, IT, Psychology

**Work Experience**

June 2006 - **Think Money Solutions**

South Langworthy Road, Salford Quays, M40 2ZY

**Think Banking Money Manager**

 The role involves helping clients manage their finances effectively, answering queries efficiently and actively looking after a portfolio of over 1200 clients. For the last 18 months I have helped to mentor new starters through their probationary period by giving guidance and offering help whenever it is needed. The role of Money Manager requires problem solving, reasoning and good communication as well as patience, empathy and strong listening skills.

 **Debt Settlement Officer**

As a Debt Settlement officer my job was to help customers settle their debts for minimum costs and repair their credit rating. Dealing from start to finish of the process with the client and creditors, the role is both sales and customer focussed.

. **Inbound Solutions Advisor**

Acting as first point of contact for the 'Think Money Group' requires excellent product knowledge, telephone manner, customer service and sales skills. The ability to build strong rapport, trust and empathy in a relatively short time period is essential. People call

Think Money with a variety of needs and the role of solutions advisor is identifying those needs

Dec 2005- Jun. 2006 **British Gas**

Gould Street, Manchester

 **Quality Team Customer Service**

I proof read and corrected over 100 contracts a day for British Gas customers. The role required me to call customers with queries, run reports and data input. Attention to detail in proofreading and correcting were needed as well as good customer service skills.

Apr. 2005- Nov. 2005 **North Norfolk District Council**.

Holt Rd, Cromer, Norfolk

**Environmental Health**

Working for the front line admin/reception in environmental health. Answering queries, logging complaints, booking appointments were

Day-to-day occurrences. I needed to be in constant contact with contractors to amend any problems that may occur throughout the day.

**Hobbies, Interests and Further Development**

**Volunteer Work**: I have spent 2 years volunteering through language exchange programmes to help foreigners improve their speaking and listening skills. I have also helped with proof reading and editing Bachelor and PhD theses for UK University students and Statements of Purpose for US Universities applicants.

**Languages**: I enjoy learning foreign languages and have started learning Korean. I have taken courses in French, German, Italian, Japanese, Thai and Cantonese and i believe this has helped me to understand the language learning process a lot better.

**Interests**: I have played guitar for several years and supplemented my income at University teaching the guitar. Teaching the guitar taught me patience, but it also taught me that enjoyment is the key to learning. I am also interested in the English language and its history. I enjoy reading, cryptic crosswords and number puzzles.

**Sports**: I enjoy football (soccer), cricket, martial arts and going to the gym.

**References**: On request