



**Chris Jeffery**  
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## PERSONAL PROFILE

I have had a keen interest in various types of public transport since a young age and travel around the country frequently to visit friends, explore new places and experience different routes. Because of this I was delighted to start a career in the transport industry in late 2019. I work in a position where I can combine the customer service skills which I gained through seven years in the retail sector with my knowledge of transport systems. I am now looking to continue with the railways into a position working with social media or in a control centre.

## SKILLS & ABILITIES

- I have excellent written and verbal communication skills.
- I have great organisation skills, ensuring a professional and time managed approach to all tasks.
- I have excellent customer service skills gained through seven years in the retail sector.
- I have a high standard of IT knowledge including daily experience with Microsoft Office software.
- I am able to work hard independently or as part of a team when required.

## EDUCATION

**Filsham Valley School (now the St Leonards Academy)** - September 2004 to June 2009  
**Bexhill College** - September 2009 to June 2011

## QUALIFICATIONS

### GCSE's:

**Additional Science:** B  
**English Language:** B  
**ICT:** B (x4)  
**Mathematics:** C  
**Statistics:** C  
**Graphics:** C  
**Media Studies:** C  
**Science:** C  
**Geography:** C  
**History:** C

### A LEVELS:

**ICT:** C  
**Business Studies:** C  
**Photography:** C

### OTHER QUALIFICATIONS:

BIIAB Level 2 Award for Personal License Holders  
TQUK Level 2 Award in Emergency First Aid at Work

## WORK EXPERIENCE

**Customer Service Agent** – First Group (Sheffield) – 11 November 2019 – Present

I currently work full time for First Customer Contact assessing and processing Delay Repay claims for passengers delayed on TransPennine Express, Hull Trains, Great Western Railway, Avanti and South Western Railway. I strive to exceed targets for handling claims and deliver excellent customer service during phone calls from customers, whilst also being vigilant for fraudulent claims. I also have experience working on secondment with the Quality Assurance team assessing claims processed by other agents.



**Passenger Surveyor** - Tracsis (Various Locations) - 18 January 2016 to Present

Working on a casual basis for the Traffic & Data Services division, I count passengers and complete surveys with railway customers across the UK network to help train operators and other stakeholders better understand the people they transport. Projects I have worked on include passenger counts at Heathrow Airport for Heathrow Express and London Victoria station for Southeastern. I have also distributed surveys at City Thameslink and London Paddington stations on behalf of the Department for Transport and undertaken ticketless travel surveys on board trains operated by c2c.



## **Service Section Leader - ASDA (Hailsham) – 12 September 2012 to 4 November 2019**

Early in my retail career I spent most of my time serving customers at the Customer Service Desk which included selling tobacco and lottery tickets, processing refunds and exchanges, and dealing with praise and complaints. I also worked on the checkouts and as a Service Host which involved handling money, answering customer's queries, and carrying out supervisory tasks for a small team of checkout operators. In April 2017 I stepped up and managed the Service department of the 19,500 square foot supermarket. I was responsible for a team of 32 colleagues and created rotas, managed colleague's holiday requests, and ensured the smooth running of all activities relating to customer service in our store. I dealt with customer complaints, in store test purchases, mystery shopper surveys, and internal and external audits. This role also included being the Duty Manager of the store frequently, managing a larger team and keeping an eye on all departments in the store.



## **Work Experience Placement - Southern Railway (Croydon) - 28 May 2012 to 1 June 2012**

I spent a week working with Southern and got to experience many departments including stations, depots, train planning, finance, projects, human resources, customer relations and press. This placement gave me a great insight into what happens behind the scenes at a train operating company and improved my understanding of how all the different departments work together.



## **VOLUNTARY WORK**

I am the former Manager at a voluntary group called The Youth Rail Group. I started the YRG from scratch to run competitions and events for railway enthusiasts aged up to 25 and give them advice and guidance about how to do their hobby safely. Along with my small team we built up a large membership of over 700 young people since launch on May 2nd, 2010. We often received support from train operating companies who donated prizes to our Video Fest competition every November and also helped us with other events from time to time such as Careers Week, where we tried to help young people into rail industry employment. We were featured in RAIL magazine twice and a number of local newspapers. Although the group closed in late 2017, running it gave me experience working in a small team, time management, social media, marketing and website development.



I was the Local Champion for the Refill scheme in the Hailsham area from its launch in July 2019 until October of the same year. The Refill scheme makes tap water readily available to the public in pubs, shops, cafes and more so that they can refill their reusable bottles free of charge. This saves money and helps reduce plastic pollution. As the Local Champion I managed the social media and press coverage for the Hailsham scheme, signed-up new businesses and supported them, and organised events to spread the word amongst local residents.

## **INTERESTS AND ACHIEVEMENTS**

- My main interest is the railways. I have been fascinated by them for years and I have become a rail enthusiast. I go out almost every weekend, often meeting friends in London and other places around the UK. I also have a new and growing interest in the aviation industry and have now enjoyed a number of flights to various parts of Europe. Whilst I'm travelling, I also enjoy exploring new towns and cities and looking at some of the beautiful countryside landscapes across Britain.
- I enjoy making travel videos for my YouTube channel including ones with money saving tips to help more people travel by rail.
- I have been involved with many charity projects. I helped to raise £260 for the Movember men's health charity by growing my moustache with two ASDA colleagues. I also organised a charity gunging at The Youth Rail Group which raised over £450 for Comic Relief. More recently, I also swam 1.5km in Swimathon 2019 and raised £375 for Cancer Research UK and Marie Curie.