

# Darren Newson

Rawmarsh  
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Results driven highly motivated with a record of success in B2B & B2C Financial Services Sector , outstanding team player and lead by example with strong analytical problem solving and decision making skills with a passion for performance , together with excellent communication skills.

## Work Experience

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### **Field Customer Account Manager**

PerfectHome  
December 2013 to September 2020

Managing over 600 accounts covering Barnsley Doncaster and Rotherham postcodes and under strict FCA compliance regulation.

Remotely home visit customers who fall into arrears cycle and by following date protection, arrears, audit, security, compliance and lone worker policies.

My role was to establish why customers missed their hire purchase payments and by treating customers fairly and identifying and recognising vulnerability using negotiation skills collect cash or card payments and offer help and support using company forbearance tools and conducting affordability assessments and discussion of partial and full handbacks and have difficult conversations with first and early payment default customers.

Recognise and raise customer expressions of dissatisfaction and remotely checked by quality assurance managers for a good customer outcomes and non detriment and remotely visited once a month by a manager to complete compliance customer interaction.

Remotely visited once a year by audit and security manager to complete a full company audit on policies and procedures and my last audit was 100 % pass rate

Investigate and report skip traces and theft of company goods and record accurate customer interaction diary notes.

Liaise and interact with other departments in person, phone calls, email. micro soft teams and support and supervise new starters in the field by coaching them good practices by teaching them to follow policies and procedures.

### **Customer Account Manager**

Buy As You View

May 2004 to October 2013

Results driven my role was to create quality self generated new business and additional secondary sales via face to face

and over the phone to grow the company loan book and manage over 600 accounts on my own patch in barnsley and maintain weekly hands on cash collections via a meter payments system and minimising settled accounts

Responsible to guide customers to the ownership of goods and manage customer arrears accounts to help them get back

on track and also work a good level of paid up debt by using agreed plan of payment, company forbearance and also worked on the recovery of the company hire purchase goods.

Supervised and coached new starters in the company buddy scheme and won numerous in house recognition and awards

inc employee of the month. account manager quarter three and outstanding contribution in sales and the region.

Attend weekly performance reviews and daily de briefs and remotely once a year visited by audit and weekly spot checks and cash audits by management.

Assist and support team members to help hit monthly team and department sales and collections targets

Liaise and interact with office and warehouse staff and customer services in person by email or by phone contact

### **Sales Advisor**

Power Gen

September 2002 to April 2004

Business to business outbound telephone sales in a small team selling gas and electric to potential customers in a call centre environment

### **Rehabilitation Assistant**

Rotherham Metropolitan Borough Council

August 1998 to September 2002

Part time 24 hours week working with multiple health professionals to help rehabilitate vulnerable elderly patients and

following care plans and health assessments and keeping accurate records and maintaining data protection interacting with patients families and working as team player and attending in house training and courses

### **Warehouse Operative**

Russell Shears

July 1993 to July 1995

Working for a family run business who made scissors and my role was to print the company logo on scissors and contribute in the packing and dispatching of orders under strict deadlines.

### **Car painter and Panel Beater**

Dereck G Pike  
July 1989 to June 1993

Repair and repaint all kinds of motor vehicles  
liaise with customers and work colleagues from different departments mix paints to order for needs of repair

## Education

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### **A-Level in Higher Education, Health Science**

Rotherham College Of Arts And Technology  
September 1997 to June 1998

### **GCSE or equivalent in Mathematics**

RCAT - Rotherham  
September 1997 to June 1998

### **GCSE or equivalent in English**

RCAT - Rotherham  
September 1995 to June 1996

### **GCSE or equivalent in Access To Science**

RCAT - Rotherham  
September 1995 to June 1996

## Skills

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- Microsoft Office
- Microsoft Outlook
- Microsoft Word
- Microsoft Excel
- Sharepoint

## Awards

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### **Employee Month**

January 2013

BAYV

### **Employee Month Nomination**

November 2012

BAYV

### **Outstanding Performance On Sales**

December 2011

BAYV

**Outstanding Contribution To The Region**

July 2011

BAYV

**Best Account Manager Q1/Q2**

September 2007

BAYV