



Linda Atkin

BA (Sheffield Hallam)
Office Administrator

Profile

Linda Atkin joined LimitState in November 2010 as a part-time office administrator. She has many years of office experience in a customer service environment in both the private and public sectors.

Education/Qualifications

- BA (Hons) Geography (Class 2:1), 1987.
- Financial Planning Certificate (Levels 1 & 2), 1995, 1998.
- ECDL (European Computer Driving License), 2010.

Appointments Held

- Office Administrator, LimitState Ltd, 2010-present.
- Customer Service Advisor, Department for Work & Pensions, 2009-2010.
- Pensions Administrator/Quality Coach, Aviva, 1990-2008.
- Office Clerk, Trent Regional Health Authority, 1989-1990.

Career Experience

- Specialised in answering complex customer enquiries and complaints.
- Wide experience in processing financial transactions.
- Over 2 years experience in a contact centre environment answering financial related customer enquiries and monitoring call quality.
- Knowledge of data protection and compliance guidelines.
- Implemented improvements to customer facing processes.
- Produced documentation on contract specifications for training purposes.
- Coached staff on new procedures.