CANDIDATE PROFILE

Daniel Osei

Candidate for Head of Customer Service at Peak Fitness Clubs

REFERENCE
MTP-2026-0348

DATE
October 26, 2026

CURRENT ROLE	LOCATION	AVAILABILITY
Customer Service Manager, Fleetline Mobility	Manchester, United Kingdom	Notice period: 3 months

SALARY EXPECTATION	WORK AUTHORIZATION	LANGUAGES
GBP 55,000 to 62,000	UK citizen	English (native), Twi (native)

SKILLS MATRIX

SKILL	EXPERIENCE	PROFICIENCY	NOTES
Contact center management	8 years	●●●●●	Teams of up to 45
Customer satisfaction programs	6 years	●●●●○	
Zendesk and Salesforce Service	5 years	●●●●○	
Workforce planning	4 years	●●●○○	
Coaching	6 years	●●●●●	ICF trained
Membership businesses	None	●○○○○	No subscription experience

EXPERIENCE SUMMARY

PERIOD	EMPLOYER AND ROLE	KEY ACHIEVEMENTS
2020 to present	**Fleetline Mobility** Customer Service Manager	Raised customer satisfaction from 78% to 91% in two years.
2016 to 2020	**Northern Rail Services** Team Leader	Reduced average handle time by 17% without losing quality.
2013 to 2016	**Allpoint Telecom** Advisor	Top performer four quarters in a row.

ASSESSMENT

CRITERION	RATING	RECRUITER COMMENT
Technical depth	●●●●○	Strong on operations and tools, light on subscription models.
Communication	●●●●●	Warm, clear and persuasive.
Leadership	●●●●●	Outstanding coach with excellent references.
Motivation	●●●●○	Wants a broader role with the customer experience team.
Culture fit	●●●●●	People-first and positive, a very good match.

RECOMMENDATION

RECRUITER RECOMMENDATION

Recommended for interview

Daniel is an excellent people leader with a strong record on service quality. Membership businesses would be new to him.

Points to explore: No experience of membership or subscription models.

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