

Meet the real Frank(ie)

Frank isn't a real estate agent. Frankie is a real person, though, and here's the straight-talking CV.

IN SHORT

Curious, people-focused and hands-on, with 4+ years in customer service, retail and hospitality. I talk to customers every day at a brand that's always in the public eye, so I know first-hand what builds trust, what breaks it and how people really talk about a brand. Outside work I'm always making something, from headphones built from scratch to home automation and electronics. I want to bring that understanding of people, and that drive to make ideas real, to the creative industry.

Experience

Operations Contact Centre Agent

Thames Water · 2024 to now

- Handling high volumes of inbound calls, including record volumes in January 2026, while staying fast, accurate and professional.
- Explaining complex processes in plain language and reassuring customers in stressful situations.
- Picking up frequent process changes quickly and applying them straight away.
- Keeping customer records accurate in Salesforce CRM.

Tap Room & Retail Assistant

Loddon Brewery · 2022 to 2024

- Helped deliver large live events, including Oktoberfest with 300+ guests.
- Bar and retail sales, and trusted with opening, closing and cash handling.

Earlier roles

2021 to 2023

- Cleaning operative: working independently to strict deadlines and standards.
- Seasonal customer services assistant at a busy Christmas tree barn.

Skills

Customer insight

Communication

Problem-solving

Working under pressure

Photography

Electronics

3D modelling & printing

Home automation

Networking

Audio / AV

Salesforce

Microsoft 365 & Excel

Education: A Levels in Maths, ICT and Photography.

When I'm not being Frank

Building my own headphones from scratch.

Running a home server, automating the house with scripts and AI tools, and trying out self-hosted AI models.

Designing and 3D printing parts for electronics projects.

Travel and photography: Vietnam, Sri Lanka, Iceland and Costa Rica so far.

Gigs, festivals and following Reading FC.