



Callum Coyle, Customer Service Rep, HGS

“Hi my name is Callum and I am an employee of HGS, working as a customer service advisor for the Covid-19 helpline. I am doing this role from home and I could not be happier. Working from home means that I do not have to pay for travel to and from work and also, I am working in the comfort of my own home. As well as saving me money on travel it also saves me time as I don't have to wait on a bus or train to work etc, I can just wake up and log on to start working. Working for HGS has improved my customer service skills massively and has made me a more confident person. It has improved the standard of my work and also my quality of life as I feel more comfortable now around people. As a student and HGS have been able to provide me with a part time contract, which works around my studies and I am extremely grateful that I can continue working here whilst attending university. This has been my favourite company to work for and I hope to keep working here for a long time.”