



Ronaldinho Fletcher

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Summary

A very motivated and industrious individual helps customers with complaints or questions and processes orders and forms. Accommodating and helpful team player with positive attitude and familiarity with CRM systems and practices. Conveys all pertinent facts to customers and establishes and builds solid relationships to boost ratings and secure loyalty.

Skills

- Complaint Resolution
- Appointment Scheduling
- Call Management
- Account Updating

EDUCATION

2015-2019 St. Mary's College, obtained high school Diploma

2019-2021 Graduated St. Mary's College Sixth Form with Associate Degree

Certifications



CSEC General Proficiency

- English Language
- Principles of Accounts
- Information Technology
- Mathematics
- Spanish
- Office Administration
- Integrated Science
- Principles of Business

CAPE General Proficiency

- Accounting Unit 1
- Communication Studies 4
- Information Technology unit 2
- Management of Business unit 1

SOCIAL MEDIA

-  Facebook
-  Instagram
-  LinkedIn
-  Twitter

Experience

Sutherland Global Service
Customer Service Representative
June 2023 - October 2023

References

Miss Donna Gordon
Principal
Harker's Hall Basic School,
Tel. (876)359-3770

Miss Christine Howell
Teacher
St. Mary's College
Tel. (876)287-0299