

Kiran Beadle- Njaka

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SUMMARY

An ambitious and goal-driven customer service professional with over one year of experience in email and chat support. Proficient in Microsoft Office Suite, including Excel, Word, and Access with a proven ability to manage high volumes of customer inquiries effectively and accurately. Skilled in data analysis and reporting, with recent experience working in a fast-paced sweepstakes environment, ensuring seamless communication and problem resolution. Recognized for being friendly, level-headed, and determined to deliver exceptional service while meeting performance targets.

EXPERIENCE

| LAUNCH POTATO 03/2024 to 09/2024

Launch Potato is a multi-marketing brand. (Remote)

Role: Monitor team's customer service performance and give feedback.

- Brainstorm and implement recommendations for elevated service.
- Quality Assurance review.
- Report analysis and posting.
- Social Media monitoring.
- Manage customer reviews.
- Macro creation and upsell pitches.

Email Support Specialist – Order Management | Lavendaire 11/2023 to present

Lavendaire is an online-based brand. (Remote)

Role: Responsible for managing customer inquiries via email.

- Respond to customer inquiries via email with professionalism and accuracy.
- Create, edit, and cancel orders as requested.
- Investigate and resolve order-related issues.
- Coordinate with internal teams to ensure smooth order fulfillment.
- Maintain accurate records of customer interactions and updates.
- Assist with returns, refunds, and exchanges.

EDUCATION

Bsc. Computing | The University of Technology

Bachelor of Science in Computer Science

Preliminary Sciences | Montego Bay Community College

Included five CAPE passes

High School Diploma | Cornwall College

High School education with passes including Mathematics and English.

SKILLS

Proficient use of Shopify	Proficient use of Helpscout	Proficient use of Fresh Desk
Knowledge in Database Design		Proficient use of Word Excel & Access

PASSIONS

- Customer Service
- Computing
- Learning new information
- Volunteering