Kiran Beadle- Njaka

Montego Bay, Jamaica   (876) 357-7319   beadlekiran@gmail.com

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 in HTML and CSS	**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