

JERAN BEARD

Unit 466
The Polofields
Waterfall
Johannesburg
South Africa

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OVERVIEW

In my current role I am responsible for providing an exceptional training experience to new hires and future Customer Service Associates. Over a short space of time, by having a safe place for exploring and learning I am able to foster a trustful relationship in which the new CSA's can learn optimally, ensuring their future success. Learning progress is consistently evaluated via metrics and reporting to monitor effectiveness and identify areas for improvement by coaching, development, performance and engagement of my associates.

As a Hospitality Management graduate, I have worked in South Africa and the USA, responsible for the operation in various restaurants, bar management; and in a premier resort and wine estate in Atlanta GA, USA. My strengths and interests lie in event management and ensuring that the collective efforts of all the necessary teams come together to create a great customer experience.

EXPERIENCE SUMMARY

- I have trained teams on CaraCara as well as Classic CSC offering support and nurture a culture of ownership, engagement and teamwork.
- I have helped associates understand the performance bar, provided support to help them achieve their goals.
- Knowing the Amazon mission, vision and strategy and communicated it with associates.
- Experience in DART, educating policies and procedures to associates on live contacts.
- Experience as a Rover, Training associates and sharing best practices.
- SLA's and service metrics to analyse performance and drive improvement are part of my daily ritual in managing teams
- I have used Lean and other techniques to identify opportunities for improvement whether this is in the area of customer engagement or further up the logistics or retail process
- I thrive on social interaction and have good interpersonal skills
- I have experience as an F & B Manager, responsible for restaurant operations and large scale events; Bar Management; Receiving Store management covering premium liquor and dry goods
- I have experience in team management, coaching and support in large and prestigious Resorts in the USA, and South Africa
- I have handled responsibility in situations where attention to detail is important and I work well under pressure
- I have a high level of computing competence, including hospitality software (Micros; Opera; Fidelio)

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WORK EXPERIENCE

October 2020

[AMAZON.COM](https://www.amazon.com) ZAF VCS – JOHANNESBURG, SOUTH AFRICA

Job Title: Training Specialist

My duties include but are not limited to:

- Equipment set up and Amazon Induction
- Monitoring online modules/performance
- Instructor Lead training/ simulator learning supervision
- Mining calls, auditing metrics
- Provide coaching and support
 - Meetings, Focus groups and Q&A sessions
- Create a safe/fun environment

JUNE 2020

[AMAZON.COM](https://www.amazon.com) ZAF VCS – JOHANNESBURG, SOUTH AFRICA

Job Title: Resolution Specialist

My duties included:

- Helping out customers internal/external
- De-escalating issues
- Help agents locate policies
- Enforce policies and procedures

JUNE 2018 – 2020

[AMAZON.COM](https://www.amazon.com) ZAF VCS – JOHANNESBURG, SOUTH AFRICA

Job Title: Virtual Customer Service Associate

My duties included:

- Temporary stand-in in absence of manager
- Auditing of metrics
- Continuous Improvement Projects Team Member (GEMBA)
- Real time metrics
- New team training
- Team coaching and support
- KTR – Kaizen team representative responsible for
 - Review posts for validity and completeness
 - Filter promising ideas to team manager and assist in quantifying improvement

JUNE 2018 – CURRENT continued

- Gemba Walks : using the practice to deliver improved customer experience, a deeper understanding of the operation and higher levels of associate engagement, ownership and development
 - Listen to and observe the voice of the customer/Agent
 - Influence technology and data to target our waste walks
 - Understand the processes first and then ask why
 - Solve problems as they are happening (TT, content)
 - Follow through and close the loop

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NOVEMBER 2017 – JANUARY 2018

DEZEL BUSINESS SOLUTIONS – GAUTENG SOUTH AFRICA

Job Title: Web Development Intern

Duties included but were not limited to:

- Designing a new website upload template for HR Department
- Publishing of all company policies
- Updating current employee information
- Making the website easily accessible to internal staff

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MARCH 2016 – MARCH 2017

CHATEAU ELAN WINERY AND SPA RESORT – GEORGIA, ATLANTA, USA

Job Title: Food and Beverage Supervisor

Duties included but were not limited to:

- Restaurant Management, menu design and daily specials.
- Events: planning, décor, menu, set up and take down
- Allocating staff to sections during service
- Debrief meetings
- Training & coaching staff, for improvement
- Ensuring dress code, SOP's were met
- Creating schedules for staff on a weekly basis.
- Assisting with month end ensuring all hours of work have been recorded correctly
- Inventory – stock control and replenishment

Responsible for ensuring compliance with Health and Safety Procedures

JUNE 2014 – MAY 2015

THE MASLOW HOTEL, SANDTON GAUTENG

Job Title: Bar Supervisor & Storeroom Supervisor

- Bar setup, Coffee training for team
- Mixology
- Event Management/ Coordination
- Stock and replenishment management.

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EDUCATION

DATE 8 June 2020 – 3 October 2020

COURSE Amazon Career Choices:
IT MANAGEMENT ONLINE SHORT COURSE

SCHOOL Damelin Online

SUBJECTS IT Management Issues, Strategic Components
Strategic and Emerging Technology
Business Process Management
Cloud Computing
Data Analytics / BI
Social Media / Mobile
Enterprise Applications
Security and Ethics
Project Management
Managing Change

DATE November 2015 – January 2016

COURSE **DIGITAL MARKETING**

SCHOOL University of Cape Town

SUBJECTS Web analytics, Search Engine Optimisation
Online copywriting, online advertising and PPC
Social Media and Web PR
Digital Marketing Strategy
E-mail marketing, mobile marketing

DATE September 2012 – June 2013

COURSE **BA (HONS) HOSPITALITY & EVENTS MANAGEMENT**

SCHOOL Swiss Hotel Management School /University Of Derby, UK

SUBJECTS Contemporary Trends
Public Relations and e-Marketing
Strategic Management
Sustainable Event Management
International Resort and Spa Management
Leadership across Cultures
Dissertation

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DATE	January 2010 - June 2012
COURSE	3 Year – HIGHER DIPLOMA IN HOSPITALITY & EVENTS MANAGEMENT
SCHOOL	Swiss Hotel Management School
SUBJECTS	Event Project Planning Managerial Accounting Human Resources Management MICE Market Management Principles Logistic and Supply for Events Marketing Management Research and Reporting Facilities Design Management

DATE	January 2005 – December 2009
	IEB MATRIC CERTIFICATE
SCHOOL	Grantley College, Parktown, South Africa
SUBJECTS	English Afrikaans Mathematical Literacy Life Orientation Geography Computer Science