

Josh-Tim Allen

Phone: +1(876)508-6284

Email: josh-tim_allen@hotmail.com

Website: <https://joshtimallen.com>

I am an easy going but determined and ambitious individual that approaches all tasks I am given with responsibility and passion. After previous work experience in an established business unit, I am confident in saying I have developed exceptional work ethic that I am able to apply to any task I am assigned.

RELEVANT SKILLS

- Strong decision maker
- Complex problem solver
- Technology literate
- Advanced Programming Skills
- Service-focused

EXPERIENCE

National Commercial Bank

Heart Trainee (Intern)

In this role, I performed outbound calls contacting potential clientele references to acquire beneficial information to verify and authenticate background information this information was documented and handled with care and integrity.

Ibex Global

Technical Support Agent

As a Technical Support Agent, I was responsible for identifying, analysing and resolving customer's issues with the utmost care and detail within a strict time frame also making sure to document such sessions while also effortlessly building customer satisfaction.

Hinduja Global Solutions

Brand Advocate

As a Brand Advocate, I was responsible for prioritizing customer experience by proactively handling inbound queries by providing answers and solutions after carefully detailed research ensuring to adhere to company guidelines.

Education

Meadowbrook High School, Kingston Jamaica - 2011 - 2016

Certifications

Caribbean Secondary Education Certificate: **Mathematics, Biology, Chemistry, English Language & Literature, Information Technology, Physical Education & Sport, Physics.**
