

# 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.**

---