

## PROFILE

Dynamic and dedicated Customer Service Representative with a strong commitment to maintaining high levels of customer satisfaction and contributing to organizational success. Proficient in major customer service software and skilled in conflict resolution, I bring a positive attitude and a proactive approach to problem-solving. Known for reliability and a strong work ethic, I excel in time management and prioritization, aiming to leverage my proven skills to effectively support your team and enhance customer experiences.

## CONTACT

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## HOBBIES

Reading Novels  
Watching Sports  
Football

## TECHNICAL SKILLS

Policy Management Software  
Data Entry and Management  
Collaboration  
Ethical Decision Making  
Regulatory Compliance  
Flexibility  
Interpersonal Skills  
Excellent attention to details  
Analytical Skills  
Customer Relationship Management  
Problem-Solving

# LASCENA DALEY

Policy Servicing Processor

## EDUCATION

### University of the Technology (Jamaica)

2019 - Current  
Bachelor's degree of science (Major Human Resource Management) Minor (ASIM)

### Lacovia High School

2009 - 2013  
10 CSEC subjects (Certificate in Business Studies)

## WORK EXPERIENCE

### CUNA Caribbean Insurance Jamaica Ltd (Policy Servicing Processor)

2017 – Current

- Managed the processing and servicing of insurance policies, ensuring accuracy and compliance with company standards and regulatory requirements.
- Provided exceptional customer service by addressing inquiries, resolving issues, and guiding clients through policy options and claims processes.
- Maintained and updated client records in the database, ensuring data integrity and confidentiality while adhering to data protection regulations.
- Assisted in the processing of claims, collaborating with relevant departments to expedite resolutions and enhance customer satisfaction.
- Participated in training sessions to enhance product knowledge and improve service delivery skills, fostering a culture of continuous improvement.

### Student Assessment Unit caenwood Centre

2016

- Evaluated and marked numeracy assessments for Grade Four students, ensuring accuracy and adherence to national standards
- Collaborated with educators and assessment coordinators
- Ensured the integrity and reliability of assessment results through meticulous attention to detail and adherence to established guidelines.

### Volunteer at Bogue All Age School – SDC Summer Programme

2011 – 2013

- Facilitated interactive learning activities, including arts and crafts, group discussions, and educational games, to enhance student engagement and understanding Ordering and interpreting lab tests
- Assisted children with their schoolwork, providing guidance and encouragement to enhance their understanding and boost their confidence in various subjects.

## CERTIFICATIONS

- Business Studies
- Certificate of Recognition in Excellence service Q4 (Silver Award 2019)
- Certificate of Recognition in Excellence Leadership 2020
- Customer Service Training Programme (2021,2022,2023,2024)

## SKILLS

Attention to details	Adaptability	Empathy
Time Management	Team Collaboration	