



SUMMARY

I'm a front-end web developer and graphic designer who loves creating designs that are both beautiful and easy to use. While I'm still in school, I'm deeply passionate about what I do and always excited to learn and take on new challenges. I'm a dedicated team player who enjoys collaborating with others to bring ideas to life, and I always put my full effort into everything I do. Whether it's designing graphics or building responsive websites, I approach every project with creativity, focus, and a genuine love for whatever I do.

EDUCATION

Northern Caribbean University

Bachelor's Degree in Information Technology
2016 – present

Mandeville Tutorial Institute

Information Technology 1

May Day Highschool

High school Diploma 2016

English A	2
Mathematics	3
Office Administration	3
Principles of Business	2

SKILLS

- Strong time-management skills
- Exceptional communication and interpersonal skills
- Ability to work independently and as part of a team
- Detail-oriented
- Experience in Customer Service.
- Experienced in HTML, CSS, Bootstrap, JavaScript, PHP.
- Intermediate level knowledge of Photoshop.

PROFESSIONAL EXPERIENCE

Student Sport Court Supervisor

Northern Caribbean University, Mandeville, Manchester | 2016 – 2020

- Manage the sporting activities.
- Coordinate and schedule meetings with the staff.
- Uphold the standards of the university.
- Resolving conflicts that may arise.

Customer Service Representative

Sutherland Global, Spur Tree, Manchester | 2019 – 2020

- Maintain a positive, empathetic, and professional attitude toward customers always.
- Respond promptly to customer inquiries.
- Communicate with customers through various channels.
- Acknowledge and resolve customer complaints.
- Know products and/services inside and out to be able to answer questions.
- Process forms, applications, and requests.
- Keep records of customer interactions, transactions, comments, and complaints.
- Communicate and coordinate with colleagues as necessary.
- Provide feedback on the efficiency of the customer service process.