



SUMMARY

Motivated and results-driven person who is also a fast learner, hardworking, and self-motivated. Seeking a position where I can leverage my ability to quickly grasp new concepts, dedication to hard work, and intrinsic drive to excel, contributing to the success and growth of an organization.

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
Mathamatics	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 and able to handle multiple tasks simultaneously
- Experience in Customer Service.
- Experienced in HTML,CSS, Bootstrap Java Script, 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.



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