



## SUMMARY

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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

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### 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

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- 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, JavaScript, PHP.
- Intermediate level knowledge of Photoshop.

## PROFESSIONAL EXPERIENCE

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### 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.