



ROMARIO MCGHEE

Aspiring Cybersecurity
Engineer

Professional Summary

Dedicated and Results-Oriented Customer Service Specialist with 7 years of experience in retail customer service, excelling at resolving issues and enhancing customer satisfaction in the telecommunications industry. Recognized for strong problem-solving skills and the ability to communicate technical information clearly and effectively to customers. Skilled in technical IT support and webpage development, with formal knowledge in these areas and hands-on application through self-driven learning initiatives. Bringing a unique blend of customer service expertise and technical know-how, I am seeking to transition into an IT support or technical role to contribute effectively to customer experience and support operations within a technology-focused environment.

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 82723Ave WestCumberland
Gregory Park P.O.

Education

BSC- Information Technology and Communication

Vector Technology Institute
Feb 2023 - April 2025

Associate-Computer Systems Technology

Vector Technology Institute
October 2021

Diploma- Project Management Distinction College

August-2020

Key Skills

HTML & CSS

Technical Support

Communication

Problem-Solving

Networking

Computer Security

Adaptability



May 2017
- Present

Work Experience

Post and Telecommunication

Senior Retail Customer Service Officer

- Operated Bill payment Machine
- Prepared lodgments with large sums of money daily
- Followed standard operating procedures by adhering to , customer service, and security policies
- Kept records of customer interactions or transactions, recording details of inquiries and actions taken.
- Navigated multiple computer systems and utilized search tools to solve customer queries.
- Handled 50+ customers per day, processing payments, packing items and issuing tracking receipts to customers.



Certification and Badges

Credly

<https://www.credly.com/users/romario-mcghee>