**GTATTIYANNA YOUNG**

Belize City, Belize +501 6380872 tattiyannayoung6@gmail.com

**PROFESSIONAL SUMMARY**

I'm a responsive and adaptable customer service team member attentive to unique needs of individual callers. Competent in meeting quality and performance demands with excellent call control and communication skills. Excels in building trust and rapport to quickly understand requirements and build brand loyalty. I'm a dependable employee seeking opportunity to expand skills and contribute to company success. I considered myself hard working, ethical and detail-oriented.

**SKILLS**

•Strong communication

•Critical thinking

•Follow through

•Conflict resolution

•Quality control

•CRM software

•Inbound call management

•Tech-savvy

**EXPERIENCE**

**Core Company (KWT English)**

December 2020–November 2021

**English Teacher**

Teach Asian students how to speak English. (One on One)

March 2022 - July 2022

**Trainer**

**VRK2 Services** | Belize City, Belize

• •Elevated performance levels and minimized compliance issues by fully training new hires. • •Closed skill gaps identified in existing employees with well-coordinated courses. • •Assisted in educating employees on use of learning management systems.

• •Trained internal teams on procedures, applications and systems using both classroom and remote training strategies.

• •Created and conducted certification for learners, and gave feedback and coaching as part of learning experience.

• •Encouraged participation and built learner motivation during classes.

• •Helped managers enforce procedures and protocols with effective training strategies. March 2022 - July 2022

**Sales Representative**

**VRK2 Services** | Belize City, Belize

• •Overcame objections with successful product demonstrations and persuasive communication skills.

• •Developed strong customer relationships through cold calls, presentations and lead management.

• •Investigated and resolved reported customer issues for improved customer satisfaction. • •Coordinated multiple projects simultaneously whilst achieving strong results. • •Exceeded sales objectives to capture new leads and customers.

• •Remained up to date on current offerings and company processes.

August 2021 - March 2022

**Trainer & Team lead**

**GlobalCom Ltd** | Belize City, Belize

• •Helped new hires assimilate into workforce and get up to speed on procedures with successful onboarding processes.

• •Encouraged participation and built learner motivation during training.

• •Assisted in educating employees on use of learning management systems. • •Managed training with attendees of varying educational needs and customized learning to meet individual goals.

• •Helped managers enforce procedures and protocols with effective training strategies. • •Offered in-house, web-based and one-on-one professional training to meet training demands.

May 2021 - March 2022

**Sales Representative**

**GlobalCom Ltd** | Belize City, Belize

• •I was a sales rep on multiple Energy, multiple Medicare, Credit Repair, & Mortgage campaigns. • •My job was to assist customers with complaints & queries & also to convince them to purchase and or sign up for our services.

• •Developed strong customer relationships through cold calls, presentations and lead management.

• •Boosted sales by championing special offers and loyalty programs.

• •Overcame objections with successful product demonstrations and persuasive communication skills.

**EDUCATION**

**Gwen Lizarraga Evening Division,** Belize City, Belize

Diploma June 2024