

Satoria Somers



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PROFESSIONAL SUMMARY

Highly organized and detail-oriented professional with expertise in customer service, administrative support and sales. Proficient in remote work environments with exceptional computer literacy and strong multitasking abilities. Adept at handling highpressure situations, meeting tight deadlines, and delivering top-tier service. Seeking a remote role where I can leverage my skills to contribute to a dynamic and customer-focused company.

PROFESSIONAL EXPERIENCE

Cruise Line Customer Service Representative

Carnival | Remote, Part-Time | November 2024 — Present

- Provided exceptional customer service to passengers, assisting with bookings, itinerary changes, and special requests while ensuring a positive cruise experience.
- Managed inquiries related to onboard services, excursions, and reservations, using CRM systems to document customer interactions.

Telecommunications Customer Service Representative

Alorica | Kingston, Jamaica | May 2024 – November 2024

- Assisted customers with troubleshooting network, billing, and account issues, utilizing CRM systems to track service history and ensure accurate record-keeping.
- Promoted relevant products and service upgrades, upselling plans and features to enhance customer experience while ensuring one-call resolutions and high satisfaction.

Smoothie Barista

Nectar876 | Kingston, Jamaica | October 2023 – April 2024

- Assisted customers with orders, payments, and personalized smoothie recommendations while ensuring efficient service.
- Prepared smoothies, maintained cleanliness, and managed inventory to optimize workflow and ensure product quality.

EDUCATION

University of Technology, Jamaica (2023-2027)

Bsc. Computer Networking & Security, Cybersecurity Major

Herbert Morrison Technical High School (2018 – 2023)

High School Diploma Specializing in Economics

Caribbean Secondary Education Certificates (CSEC) General Proficiency (2022 – 2023)

Human & Social Biology Grade – 1 | Economics - Grade 2 | English Language - Grade 1
Electronic Document Preparation Management - Grade 1 | Information Technology - Grade 1
Mathematics - Grade 2 | Office Administration - Grade 1 | Principles of Accounts - Grade 1 Principles of Business - Grade 1 | Spanish – Grade 1