

## Employment Experience

### WISYNCO GROUP

#### Brand Ambassador

October 2017-Present

- Increased brand awareness with target market by enthusiastically educating prospective customers about the suite of products offered by the company.
- Enhanced customer service by accurate and timely responses to customers queries and recommendations to supervisors based on high-level product knowledge.
- Delivered accurate Promotional Report documentation of daily activities such as opening and closing stock of featured products.



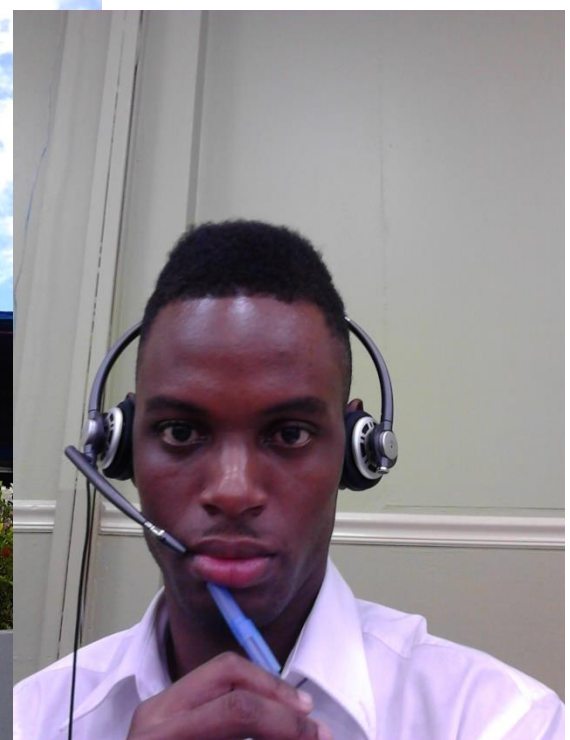




**UNICOMER JAMAICA (COURTS JAMAICA LTD)**  
**Collections/Call Centre Agent**

**August - December 2016**

- Preserved good customer relations by tactfully reminding customers of their outstanding balances.
- Reduced accounts receivables up to \$2M monthly by persuading customers to address their arrears.



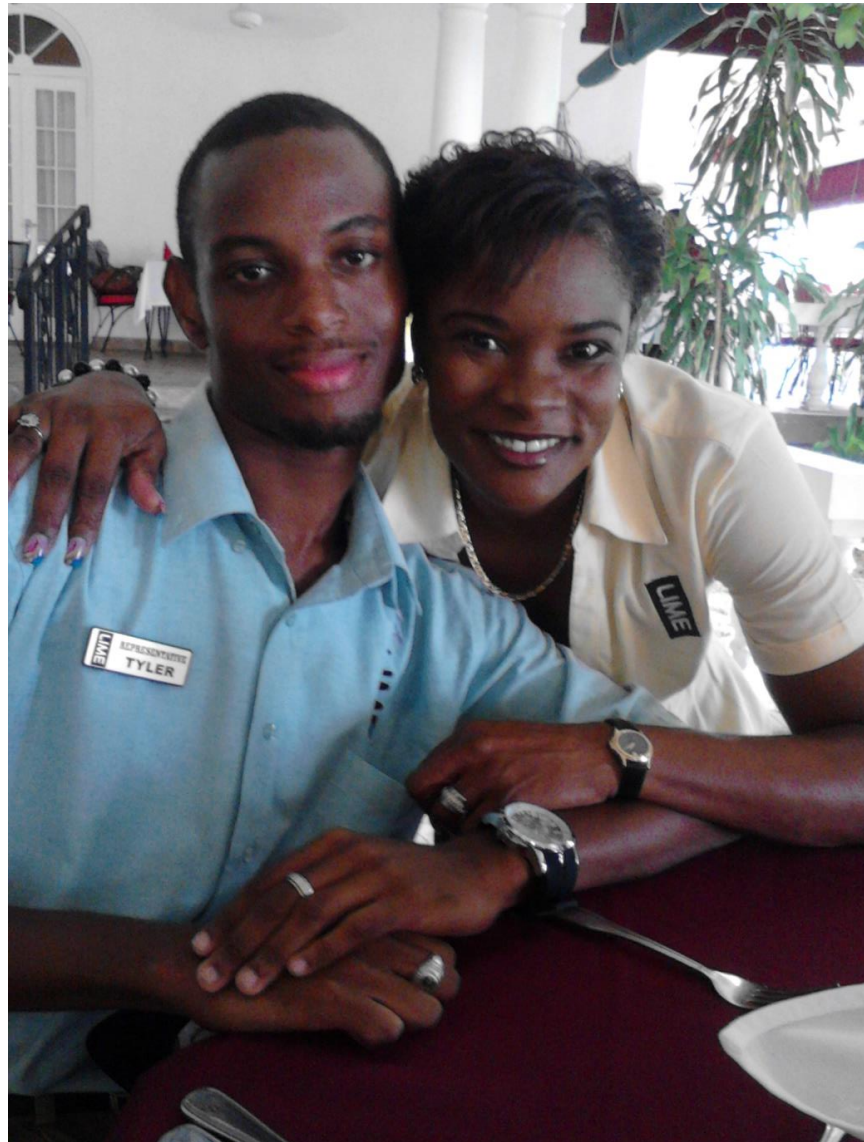


## LIME JAMAICA LIMITED, MANDEVILLE

### Card Sales Representative

2012-2014

- Generated card sales of up to \$150,000 per day.
- Awarded the Most Outstanding Sales Representative, 2013.
- Responded to customer queries with quality information and timeliness, based on strong product knowledge.



**PROGRESSIVE GROCERS, JAMAICA LIMITED (SHOPPERS FAIR)**  
**Customer Services Representative and Frontend Staff Supervisor**

**2008-2011**

- Supervised the 50-member team of frontline staff.
- Enhanced the records management system including files and database to support station officers.

