

## Hello

### Crystally Furlonge

Lp#52b Mentor Alley Upper Laventille  
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## Objective

I'm always open to working with others, I am also an enthusiastic, professional, and competent oral and written communication with the ability to cultivate solid relationships in my environment. I enjoy being a part of, as well as leading a successful and productive team. I also have great leadership skills, I'm well rounded and highly motivated in whatever I do. I can get all assignments given to me done with or without distractions. This job can help expand my knowledge and create better opportunities for me.

## Education

### High School Diploma-South East Secondary School- 2022

- English III
- Food and Nutrient III
- Principle of Business III

## Experience

### Customer Service Representative-IQor-January 2024-March 2024

- Maintaining customer accounts and recording account information
- Overseeing customer financial accounts and processing adjustments
- Making product recommendations or services based on customer needs
- Managing a team of customer service representatives
- Following communication guidelines, policies, and procedures
- Responding to customer inquiries via phone, email, and chat
- Resolving customer complaints and issues
- Processing orders, returns, and exchanges
- Providing product information and maintaining accurate customer records
- Collaborating with other departments to ensure customer satisfaction

## Professional skills and Abilities

Computer skills (All microsoft Software and Database management)

Communication skills (written and oral)

Customer service

Leadership skill

Problem solving

## References

- Devon Graham  
Digital Technician Manager  
(868) 781-5825