

GISELLE CUMBERBATCH

Address: Port of Spain, Trinidad and Tobago

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Objectives

I am seeking a competitive and challenging environment where I can serve your organization and establish a gratifying career for myself.

Work Experience

Digicel Trinidad and Tobago Head Office

Ansa Head Office

11C Maraval Road, St Clair

Port of Spain

September 2012- Current

Position: Corporate Executive- Client Services (Current)

- ✓ Provides first level contact by responding to customer queries via emails or calls.
- ✓ Issuing of SIM Replacements, Credit Limit Increases/Decreases, Roaming Plans, Plan changes and other services via calls, emails and company's Service Desk within department's SLA.
- ✓ Proper validation and application of rebates/write off adjustments for corporate (ICT, Fibre and GSM) accounts.
- ✓ Management of Corporate Terminations, and Account retention where necessary
- ✓ Subscriber Deactivations/Conversions.
- ✓ Escalates unresolved queries to the next level support Tier 2 eg; Fibre Outages, Network Outages/ Coverage/Data Issues to relevant departments.
- ✓ Tracks, routes, and redirect problems to relevant departments.
- ✓ Management of Client Services and Account Managers inboxes.
- ✓ Ensures proper documentation and closure is recorded where applicable.

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- **Position: 4G Sales Executive**

- ✓ Functioned with Sales Team closely to achieve Business Sales target.
- ✓ Upselling of products and services where appropriate.
- ✓ Customer retention by rapport building and
- ✓ Following up of customers via telephone and email to ensure customer satisfaction.

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- **Position: Front Office Agent (Cross Training Opportunity)**

- ✓ Front Desk duties such as assisting with customer complaints, account queries ,activations, terminations, reactivations, handset & SIM purchases, handset repair issues, distribution of handset replacements, etc.
- ✓ Distribution of company mails/ package deliveries, company cheques, flow of correspondence, requisition of supplies as well as additional clerical duties required.
- ✓ Preparation and submission of daily sales reports and transactions
- ✓ Welcomed visitors and customers by greeting them in person or via telephone; answering or referring to inquiries.
- ✓ Maintained security by following procedures; monitoring logbook; issuing visitor badges.
- ✓ Performed any duties which were related but not limited to the above as per requested by Management.

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- **Position: Customer Care Agent- General Consumer Department**
- ✓ Served clients by answering customer related inquiries; resolving customer issues and providing appropriate information in response to customer inquiries/complaints within a timely and proficient manner.
- ✓ Developed effective relationships with the call center's departments through clear communication.
- ✓ Functioned with superior management to ensure appropriate changes were made to improve customer satisfaction.
- ✓ Provided troubleshooting assistance where required, escalated issues that required further and urgent actions to relevant departments.
- ✓ Handled emotional customers with delicacy, listening empathically, whilst maintaining company policy.

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- **Position: Help Desk & Social Media Executive- General Consumer Department**
- ✓ Creation of accounts for new consumers (postpaid and prepaid)/upgrades/SIM replacements/plan changes requests within stipulated SLA.
- ✓ Prepared daily activation reports and agent activation SLA.
- ✓ Assisted internal/external employees of Digicel Trinidad and Tobago (including dealer stores) via phone/ email.
- ✓ Resolved customer queries and complaints via company email and social media pages (Facebook and Twitter) within the department's SLA.
- ✓ Managed account payments; Credit card & Debit card deductions.
- ✓ Managed account terminations/reactivation requests
- ✓ Rebates
- ✓ Account deposit releases.
- ✓ Validation of rebates for account refunds.

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- **Position: Customer Care Team Leader (Cross Training Opportunity)- General Consumer Department**
- ✓ Formulated and enforced the call center's policies, procedures, and quality assurance measures.
- ✓ Trained staff to improve customer service and managing consumer calls by monitoring agent calls, ATT and facilitating team meetings, emailing tips and tricks.
- ✓ Operated with work enforcement management to ensure proper staffing to maintain call center's SLA.
- ✓ Handled Customer escalations/complaints, supervisor requests.
- ✓ Assisted with the development of the call center's operations, quality assurance and training processes
- ✓ Developed process improvements to enhance efficiency and effectiveness of inter-department call center operations.
- ✓ Led a team of customer service agents to increase service center profitability, providing training where necessary, issuing of letters and agent contracts.
- ✓ Facilitated information flow between customer service, account management operations, quality assurance, and training to guarantee call center objectives and KPI's were met.
- ✓ Properly directed inbound calls in phone queues to improve call flow in conjunction with the Duty Management team.
- ✓ Provided daily reports on call center's functionality; average talk time, agents on board, service issues encountered, resolutions, etc.

Better Deal Supermarket

Aranguez Main Road,
Aranguez,
San Juan.

August 2009- October 2011

Position: Inventory Clerk/ Secretary:

- ✓ Arrangement of conferences, meetings, and travel reservations for office personnel.
- ✓ Completed forms in accordance with company procedures.
- ✓ Composed, typed, and distribute meeting notes, routine correspondence, and reports.
- ✓ Greeted visitors and callers, handle their inquiries, and direct them to the appropriate persons according to their needs.
- ✓ Maintained scheduling and event calendars.
- ✓ Distribute incoming mail and other material, and prepare answers to routine letters.
- ✓ Scheduled and confirm appointments for clients, customers, or CEO.
- ✓ Set up and maintained paper and electronic filing systems for records, correspondence, and other material.
- ✓ Collected and disburse funds from petty cash accounts, and kept records of collections and disbursements.
- ✓ Coordinate conferences and meetings.
- ✓ Ordered and dispense office supplies.
- ✓ Supervise other clerical staff, and provide training and orientation to new staff.
- ✓ Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.
- ✓ Inspection of all product deliveries
- ✓ Reviewal and tracking invoices, tracking inventory levels, and submitting invoices for payment.
- ✓ Entering stock and stock inventory maintenance.
- ✓ Ordering of goods where necessary.

Education

College of Science, Technology and Applied Arts of Trinidad and Tobago (COSTAATT)- Current

Associate of Applied Science Degree- Journalism and Public Relations

Credits accomplished: 33

- ✓ Fundamentals of writing
- ✓ Mass Communications
- ✓ Fundamentals of Research
- ✓ Ethics in Journalism
- ✓ Laws of Journalism
- ✓ Communication in the work place
- ✓ History of Trinidad and Tobago
- ✓ Events Management
- ✓ Fundamentals of reporting
- ✓ Strategic Public Relations Planning
- ✓ Psychology

Pending Credits to Graduate: 28

Current GPA: 2.8

St Joseph's College- '09

St Joseph, Trinidad

Caribbean Secondary Education:

- English
- Principle of Business
- Human and Social Biology
- Mathematics
- Social Studies

San Juan Girls' Government- '04

2nd Street, San Juan

Secondary Entrance Assessment Examination

Competences

- ✓ Experienced in managing company's social media accounts- Hootsuite is an application used for managing business social media accounts; the system's interface allows users to support the company's business via social networking by monitoring & responding to customer's queries and complaints in real time.
- ✓ Experienced in Call Center Systems/ Applications:

- E-Care
 - Cain
 - Minsat
 - Cisco
 - Avaya, and other relevant call center tools.
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- ✓ Experienced in Microsoft Office Systems:
 - Microsoft Word
 - Excel
 - Power-Point

Personal Information:

Address: Belmont, Port of Spain

Date of Birth: 10th May 1992

Age: 25 years

Gender: Female