

Crystal Abigail Collis

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LP 933, Bravo Hill, Sangre Grande

COVER NOTE

Reliable, hardworking and experienced. I work well in teams but also have the ability to work on my own and take initiative when needed. What I lack in formal training, I come prepared with relevant work experience and references.

Energetic, approachable and a quick learner who is adaptable to change and loves a challenge.

WORK EXPERIENCE

Chill Insurance Ltd

June 2017 — March 2018

Senior Advisor

Chill Insurance - Senior Advisor

I joined the team at Chill as a Senior Advisor in the Customer Service team. This role required me to undertake a number of additional duties as required by the business, such as providing floor support and checking work undertaken by other advisors. I also handled calls and complaints that were escalated from other advisors where needed.

I assisted other managers with the day-to-day team operations, which included briefing advisors on any policy and product changes to our team in order to ensure regulatory compliance and best practice in the Irish insurance sector.

Sky Ireland

August 2014 — June 2017

Sky Ireland - 2IC Team Leader

During my time in Sky's Retention Team, I was promoted on secondment to the role of Team Leader. This was as part of Sky's 'second in command' step into management scheme.

This role involved being a general point of contact for all Retention advisors, dealing with customer escalations, call listening and evaluation, delivering team briefings and training sessions. I also led a team of 12 advisors, which required close management of targets and performance, people management, implementing changes, and encouraging ownership and teamwork.

My team was presented with an internal 'Shine' award for 'Working as One Team' during my time as Team Leader in recognition of consistently exceeding our retention targets set by management.

As well as working in retentions. I also worked with our Broadband and TV Technical support inbound team. Our primary duties were to look after customers needs through varying mediums such as Live Chat, Phone Calls and Email to name a few.

QUALIFICATIONS

Caribbean Examination Council - English General Proficiency
Grade 2

Diploma In
Computer Literacy

Diploma In
Social Media Reach

Diploma In
Tourism And Hotel Management

I have also taught myself Web Design and CSS

EDUCATION

Secondary School Education

St. Martin's Girls High School

Started and completed my secondary education. We were taught from your standard curriculum. From forms 1-5.

INTERESTS

I enjoy reading, most recent book I read was Girl Boss.

Photography - I have a passion for photographs as they snap a moment so vivid that no amount of words can convey and evoke similar stories and or emotions.

REFERENCES

Available On Request