

# TIFFANY FRANCIS

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[tiffanyfrancis86@yahoo.com](mailto:tiffanyfrancis86@yahoo.com)

Customer Service Representative with 4 years of experience in retail environment. Recognized for ability to communicate with customers, providing excellent service that ensures client retention and positive feedback.

## EXPERIENCE

- **September 01st 2015 – April 01st 2018**  
**Telemarketer & Customer Service Representative**, D.F. Marketing  
  
Work Consisted Of:
  - Maintained Office Supply Inventory
  - Data Entry And Database Management
  - Front Office Reception
  - Maintained Filing Systems
  - Create And Maintain Customer Databases
  - Proficiency In A Wide Range Of Computer Applications
  - Receive And Assist Customers And Visitors
  - Achieved Sales Targets On A Month-By-Month Basis
  - Obtained Customer Information Such As Name, Address, Payment Method And Entered Orders Into Peachtree
  - Provided Timely, Courteous And Knowledgeable Response To Information Requests
  - Prepared Official Phone Log Correspondence
- **September 01st 2014 – September 01st 2015**  
**Office Assistant**, D.F. Marketing
- **October 02<sup>nd</sup> 2012 – February 28<sup>th</sup>, 2013**  
**Customer Service Representative(Part Time)**, Ate Logo – Trincity Mall
- **September 11<sup>th</sup> 2011 – June 16<sup>th</sup>, 2012**  
**Customer Service Representative**, Ate Logo – Grand Bazaar
- **November 02<sup>nd</sup> 2008 – April 19<sup>th</sup>, 2009**  
**Clerical Assistant**, OJT-Elections and Boundaries Commission
- **March 10<sup>th</sup>, 2008 – June 30<sup>th</sup>, 2008**  
**Clerical Assistant**, OJT-Ministry Of Planning, Housing and Environment

## EDUCATION

1997- 2001

**Mt. Lambert R.C. School**

2002-2004

**Curepe Junior Secondary School**

**2005-2007**

**St. Joseph's College**

Caribbean Examination Council- General

<i>Subjects</i>	<i>Grade</i>	<i>Year</i>
Principles Of Accounts	3	2007
Social Studies	3	2007

**2008, 2012, 2015**

**School Of Business and Computer Science**

M.O.S Training In Word 2003	2008
M.O.S Training In Excel 2003	2008
M.O.S Training In Power Point 2003	2008
M.O.S Training In Access 2003	2008
Computer Literacy	2012
Creating & Developing Websites	2015

**2012-2014**

**Pixels Art and Design Institute**

Certificates:

Print and Graphic Arts Level 1	2014
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**2014, 2015**

**Caribbean Examination Council (Private)- General**

<i>Subjects</i>	<i>Grade</i>	<i>Year</i>
English A	3	2014
Mathematics	3	2015

**SKILLS**

- Microsoft Office
- Peachtree Sage 50
- Good Listening Skills
- Dependability
- Outgoing And Energetic Attitude
- Multi-Tasking Ability

**References:**

- Mrs. Joy Smith At Ate Logo Trincity Mall – 793-7858
- Mr. Herman Brathwaite Lecturer At Pixels Art And Design Institute – 797-6260