# Garvin S. Williams

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**CUSTOMER SERVICE PROFESSIONAL**

**Profile:**

* More than 10 years of handling customers’ satisfaction.
* Excellent computer skills and literacy.
* Possess managerial skills in the hospitality industry.
* Ability to train, motivate and, supervise service employees.

**Work Experience: Colonial Life Insurance Company (CLICO) Ltd 1997-2000**

**Financial Services Representative**

* Selling the company’s products.
* Customizing products to suit customers’ needs.
* Pre-qualifying prospects for underwriting.
* Financial planning.
* Collecting premiums from clients.

**Holiday Inn Hotel 1994-1997**

**Income Auditor**

* Preparing a daily Managers’ Report.
* Scrutinizing cashier floats and balancing their work against their report.
* Reporting any unscrupulous findings.
* Preparing the daily cash deposits for banking.

**The Normandie Hotel 1992-1994**

**Banquet Services Manager**

* Supervising employees in the Food & Beverage department.
* Making banquet bookings on behalf of customers.
* Greeting guests and handling situations that possess themselves.
* Supervising banquet preparation and execution.
* Liaising with other departments, customers and, suppliers to ensure smooth running of functions.

**Kentucky Fried Chicken (KFC) 1989-1990**

**Assistant Manager**

* Training employees according to company’s procedure.
* Recruiting employees according to company’s standards.
* Inspecting products and machinery to ensure high quality standard.
* Responsible for high volumes of cash flows.
* Preparing sales forecasts.
* Procurement of raw materials.

**Education: London Chambers of Commerce and Industry (LCCI) 1997**

**Diploma in Business Studies**

**University of the West Indies 1995**

**Open Campus**

**Certificate in Marketing**

**London Chambers of Commerce and Industry (LCCI) 1995**

**Diploma in Public Relations**

**References: To Be Furnished Upon Request**