Rakelia Walrond

81 Orange hill Development

St. James

Wednesday, May 6, 2015

The Manager, Human Resource

Massy Stores

Head Office

Dear Sir/ Madam,

I am thrilled at the possibility to be involved within your organization continuous strive for excellence. Over the years I have read and also been involved in your company’s growth and for this reason, I am enthusiastic as I submit my application. As a sales and marketing professional as well as customer service representative with over seven years’ experience, I know my diverse skills and qualifications will make me an asset to your organization.

As you will see from the attached resume, I’ve built my career in a variety of roles and industries, where I was not only the Senior Sales and Marketing Analyst but a great Customer Service Representative, target driven, sales analysts and with a sound knowledge in market activity. I sincerely enjoy thriving for greatness along with sales analyst. Within my entire career sales and marketing career I have delivered on sale targets. By capitalizing on each opportunity, and understanding each customer’s needs I have converted Marketing Generating Opportunities into Multi-Million Dollar sales. Due to my outstanding performance on numerous occasions I was afforded with the opportunity to collaborate new projects and provide feedback on such projects to ensure smooth running of the program.

I succeed in an environment where each day brings different challenges where I always get the opportunity to apply and develop my skills, this has afforded me many awards for being the Most Outstanding Agent.

In addition to being flexible and responsive, I’m also very detailed oriented, particularly for presentation and representation of my company’s brand. I can award this success to the special details I give to each sale opportunity generated to my customer’s requirements.

I will love the chance to work with your organization to continue with the organizations path towards continuous growth. Feel free to contact me using the contact information provided above and I do looking forward to hearing from you.

Sincerely

R. Walrond

**Education\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**2002-2007 Coleridge and Parry Secondary**

Mathematics Grade 2

English Language Grade 2

Principles of Business Grade 2

Principles of Accounts Grade 3

Information Technology Grade 2

Social Studies Grade 3

Food and Nutrition Grade 2

**University of West Indies**

Bachelors in Management and Marketing

**Training\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Microsoft

Citrix

Neolane

SalesForce

SAP

Factor 8 Sales Training

Chat Training for leading Software Company

**Employment and Work History\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**2008-2009 NCO Financial Services: Customer Service Representative**

* Assisting Customers
* Excellent interpersonal Communicational skills
* Engaging with Customers
* Attention to detail

**2009-2010 NCO Financial Services: Quality Assurance Manager**

* Training and updating Staff on job requirements
* Client calibration calls
* Monitoring Employees
* Ensuring employees are compliant with the company regulations

**2010- 2014 MarketOne International Senior Sales and Marketing** **Analyst**

* Generating Sales Opportunity
* Conducting and performing market research
* Training employees
* Obtaining new sales opportunity
* Managing sales and marketing team
* Creating and reviewing reports
* Lead generation
* Hit sales target 95%
* Generation of Monthly reports

**2014-2015 MarketOne International Senior Sales and Marketing** **Analyst**

* Aid With Managing Sales Team
* Securing new pilot programs
* Report writing
* Collaboration of new projects

**2015 MarketOne International Chat Agent**

* Exchanging messages in real time with customers
* Aiding customers with solution fits
* Providing customer service online

**References\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Mrs. Davina Drayton

Manager

Wibisco Ltd

Address: Callenders Court Christ Church

Tel: 420-8068/ 241-4813

Roderick Gittens

Teacher

Coleridge and Parry Secondary

Address: Bottom Bay St. Philip

Tel: 423-0954