Micah B. Clarke

Customer Service

Personal Summary

A well-mannered, articulate and hardworking individual who hasinvaluable experience of providing a professional and efficient service to customers. Able to ensure high levels of customer satisfaction and to exceed their expectation when it comes to customer care. Excellent client facing and configuration skills and a strong team player with an appreciation and understanding of the importance of customer care as a function within a business, Ready, willing and able for the next stage in my career and looking forward to making significant contribution to the growth of an ambitious company.

Areas of Expertise

Customer Service Customer Retention

Administrative Skills Product Knowledge

Complaint Resolution Telephone Manner

I.T Skills

Personal Skills

Multi-tasking

Reliable and consistent

Communication skills

Flexible attitude

* Having a clear voice and an excellent telephone manner

Skills and Competencies

* Able to work on own initiative as well as part of a team
* Excellent spelling and grammar and a flexible hard working attitude
* Being able to work hard and diligently under pressure
* Excellent listening and verbal communication skills

Work Experience

Digicel Grenada Ltd: (July 2013 – December 2014)

**Outdoor Sales Rep.& Business Sales Executive**

Duties:

* Giving customers information about company services and products
* Providing quality responses to costumer contacts in person, telephone & email
* Building relationships with customers
* Suggesting solutions to customers in a positive manner
* Handling difficult and aggressive customers in a professional manner
* Resolving assigned incidents within pre-agreed timescales
* Communicate promptly any information to customers
* Dealing with all escalated complaints and enquiries efficiently and effectively
* Dealing with enquiries and answering calls from new and existing customers

St. George’s University: (Jan. 2010–Jan. 2015)

**Gym Attendant & Coaching Assistant**

Duties:

* Interacting with students and families from different cultures
* Building relationships with new students
* Giving students knowledge about the University & workouts
* Dealing with pleasant as well as obnoxious students
* Understanding students strengths and weaknesses

Academic Qualifications

Coastal & Offshore Maritime Training Institution

Basic Safety Training (2015)

PreSea Certified

Beacon High Sec. School(Jan.06 – May 09)

**CXC:** Mathematics (2) English (2) Social Studies (3)

Technical Drawing (2)

St. George’s University(Jan.2010 – Dec. 2014)

**Courses:** Mathematics (A) English (A) Painting (B)

Drawing (A) Statistics (A) Fine Arts (B)

Available on request.

References

Personal Details

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**D.O.B:**January/12th/1992

**Nationality:** Trinidadian