Michael S. Phillip

#18 Sixth Street West

Castleton Ave, Trincity

Contact# 1868-373-9711

**Email-anointedmen@live.com**

**MODUS OPERANDI**:

“Nothing but excellence I deserve, nothing but excellence I will give”.

Home Construction Limited (One Woodbrook Place)

Senior Front Desk Officer /(Customer Service)

* Obtain and evaluate all relevant information to handle product and service inquiries.
* Perform Customer verifications, handle and resolve customer complaints, respond promptly to customer inquiries.
* Implement corrective action as needed in order to ensure that an excellent standard of service and a high level of customer satisfaction is maintained.
* Ensure and provide quality service to both internal and external clients.
* Communicate and coordinate with internal departments, provide feedback on the efficiency of the customer service process.
* Provide regular liaison and timely feedback to the management team on all aspects of service delivery implementing effective solutions and corrective action to enhance the service.
* Ability to focus on best practice and creative approach and personality interpersonal skills to influence at all level to meet demanding targets and deadlines.
* Aptitude to remain calm under pressure, good verbal and written communication skills, and capability to work unsupervised and take responsibility and initiative.
* Maintain a first class level of customer care, via outstanding communication, managerial/supervisory skills thus delivering an amazing customer experience.
* Analyze complex customer requirements, Dedicated and hard working, personable team player with the ability to handle customer questions and objections. Recordkeeping, follow up on customer interactions.
* Enthusiastic, customer focused communicator, energetic and compassionate listener with an unstoppable attitude for excellence.

2011-2012

Assistant Regional Coordinator (Heartline News)

Public Relations

Organization of Delivery reports, marketing

Financial planning

Reports (writing, verbal)

Strategic Planning and development

Social Media Networking

Microsoft Office

* Holy Savior Anglican Primary School
* Curepe Junior Secondary School
* Trinity College East

OD.Centre Macoya- Hospitality Management, Goal Setting,

Eloquence and Etiquette, Customer care, Image Management, Health and Safety

REFERENCES

Simone Syder-Sister (784-7335)

Apostle Tony Syder(Pastor)-(318-3449)

Giselle Best (Wasa)-779-1903

**Guardian Life of the Caribbean Ltd**

**( Lennox Barrow Branch )**

(30th July 2014 to 2015 )

**Financial Advisor Assistant**

**ADMINISTRATIVE DUTIES**

* Documentation Completion (Apps )
* Preparing and Organizing Clients Files
* Dealing with Over dues and Pending cases
* Assisting with Premium Payments
* Filing
* Typing Letters
* Sending Emails and Reading Emails
* Sending texts and Reminders to Clients
* Taking notes
* Recording Activity
* Tracking API & FYC
* TELEPHONE DUTIES
* Calling Prospects to set Appointments
* Cold calling
* Answering internal and external calls
* Making corporate calls (Companies)
* Calling Clients to ensure contracts are received