**LESTER ANDREW PREDDIE**

E. P. 59 Basement Road

Upper Seventh Avenue

Malick

alpreddie@gmail.com

1(868) 341-0698

**EMPLOYMENT OBJECTIVE**

To gain a postion in a success driven, team oriented environment that will utilize my talents and strengths while providing an opportunity for growth.

**SUMMARY OF EXPERIENCE**

**Customer Service Engineer**  (Digicel Trinidad and Tobago, August 2015-September 2015)

* Provided customers with product and service information
* Respond to customer inquiries by clarifying company policy in relation to customer`s issues
* Analyzed the needs of the customers in order to successfully match the company`s products/service with the needs of the customer
* Effectively managed the database of the call center
* Managed and resolved customers complaints
* Produced call logs and call reports within specified timelines

**Front Desk Agent** (Alicia`s Guest House, May 2011-April 2013)

* Registered guests and assign rooms. Accommodated special customer requests within company policy
* Adhered to best practices in the processing of customer payments
* Maintained tracking on room status
* Proficient in the use of Room Master Software

**Customer Service Representative** (Genesis Communications Services Limited, July 2008 - April 2011)

* Evaluated, researched the needs of the organization.
* Performed financial and administrative duties.

**Usher** (MovieTowne, July 2007-September 2007)

* Performed housekeeping duties in all customer contact areas.
* Assisted box office attendants in issuing tickets
* Ensured customers entered the correct cinema hall
* Managed the cleaning crews
* Maintained the displays
* Managed the customer information center

**EDUCATION/TRAINING**

**Caribbean Nazarene College, Santa Cruz** (present)

Bachelor of Arts in General Studies (Major: Psychology and Counseling, Minor: Management of Human Resources)

**Trinity College, Moka (**September 2007- July 2008)

Caribbean Examination Council (CXC)

* Mathematics
* Information Technology

**Trinity College, Trincity** ( September 2003- July 2007)

Caribbean Examination Council (CXC)

* English A
* History
* Principles of Business