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**RESUME**

**Michael S. Phillip**

**#75 Swift Drive, Malabar, Phase 3**

**Contact# 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)**

**Concierge Supervisor/(Front Desk/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 are 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 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

**ACDEMIC HISTORY**

Holy Savior Anglican Primary School

Curepe Junior Secondary School

Trinity College East (Trincity)

OD.CentreMacoya- Hospitality Management, Goal Setting,

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

**REFERENCES**

**Ester Hernanadez(Retired Teacher&Writer)-289-9262**

**Evangelist.Margret Alcazar-(356-4509)**

**Pastor.RyanPascall-(305-3503)**

**(30th July 2014- January 2015)**

**Guardian Life of the Caribbean Ltd**

**( Lennox Barrow Branch),Chaguanas**

**Financial Advisor Assistant**

**ADMINISTRATIVE DUTIES**

* Documentation Completion (Apps )
* Preparing and Organizing Clients Files
* Dealing with Overdues and Pending cases
* Assisting with Premium Payments, Calling Clients to ensure contracts are received
* Filing Making corporate calls (Companies)
* Typing Letters, Answering internal and external calls
* Sending Emails and Reading Emails
* Sending texts and Reminders to Clients
* Taking notes, cold calling
* Recording Activity, Calling Prospects to set Appointments