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| **Skills & Abilities** | * Strong customer service& networking skills * Effective communication skills * Solid computer skills * Sound organizational and time management skills * Committed to continuous learning and professional development * Ability to work with teams * Ability to be sensitive to customer needs | |
| Professional Experience  Professional Experience | Island FinanceLimited  **Branch Sales Representative**  **January, 2017to Present**  **March, 2011 to March, 2012**  Responsible for promoting branch sales and front line customer service:   * Engage in proactive sales resulting in increased revenue generation. * Customer service activities via telephone an in-person. * Applying product and procedural knowledge to handle customer queries. * Processing loan documents. * Updating customer information. * Act as a point of contact for customers regarding their accounts. * Processing loan payments. * Administrative duties.   Ministry of Works & Transport [Traffic Warden Division]  **Traffic Warden 1**  **December,2013 to December, 2016**   * Issuing fixed penalty notices. * Assisting with traffic management. * Make court appearances when required.   Direct One Call Centre  **Customer Service Representative [B Mobile]**  **October, 2008 to November, 2010**  Provide support on customer services issues including but not limited to,providing product and services information, sales targets maintaining customer records, handling customer queries and providing solutions.  Cascadia Hotel & Conference Centre  **Front Desk Clerk**  **August, 2006 – December, 2007**  Responsible for administrative front desk operations:   * Operating the Switchboard*.* * Greet and welcome Hotel guests. * Manage room reservations and conference/meeting bookings. * Handle customer requests. | |
| Education  Professional Training & Development | | Currently pursuing Bachelor of Arts in Sociology  **College of Science, Technology & Applied Arts**  Attained Ordinary Level Subjects   * Home Management * Food & Nutrition * English Language * Fraud Awareness and Money Laundering. * Tele Marketing and Telephone Operating. * Basic Security and Baton Training. * Civilian Conservation Corps Training:Morse Code and PBX. |
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| References | | Will be furnished upon request. |