**JUMELIA LEWIS**

**#5 Hall Street, Todd’s Road Chaguanas. (H) 671-7433 (C) 387-9326 (Email) jumelial1989@gmail.com**

**Professional Summary**

Ambitious customer service supervisor, experienced with managing complex projects and driving productivity improvement.

**Skills**

* Excellent time management
* Effective problem solver
* Negotiation expert
* Adherence to high customer standards
* Professional inventory control

**Work Experience**

**Supervisor – (Sept 2009 – March 2016)**

**Sunny Group of Companies –** Mocoya road, Mocoya.

* Investigated and resolved customer inquiries and complaints in an empathetic manner.
* Adhered to all confidential requirements at all times.
* Solved unresolved customer issues
* Assumed ownership over team productivity and supervised work flow to meet or exceed quality service goals
* Strong leader of customer support staff
* Took charge of company’s budget and expenditure

**Inventory Clerk – (May 2008 – March 2009)**

**Bhagwansing Hardware –** Sealots

* Created bar-codes for new and existing goods.
* Kept track of all new products bought on inventory system

**Clerical Assistant – (April 2007 – April 2008)**

**National Library & Information System –** Port of Spain

* Assisted the head Librarian of the heritage department

**Educational institution attended**

* Institute of Training & Development (INTAD)
* ROVIP. H Training Center
* Prestige Learning Center
* Corpus Christi College
* Belmont Junior Secondary
* Bethlehem Girls Roman Catholic School

**Certificates and Academic Subjects Attained**

* Currently pursuing ABE Level 6
* Certificate of Supervisory and Management Skills
* Certificate of Computer Literacy
* Certificate of Customer Service
* Certificate of Fire Awareness
* Mathematics – Basic – II
* Mathematics – General – II
* English – General – IV
* Social Studies – General – III
* Principle of Business – General – II

**References**

References will be provided on request.