KERDESHA GEORGE

LP 59, El Chorro Road, Maracas

St. Joseph

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D-O-B 28th May, 1996

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# SUMMARY

Equipped with almost two years of Customer Service experience, I understand the undeniable importance of putting the customer first in both a B2B and B2C setting. High attention to detail is crucial to my role, as I am able to rapidly spot trends, or catch bad habits in different departments and fix them before they become permanent. In addition, I am a great team player, dedicated and always equipped with a “Can do” attitude.

# Experience

**Quality Roofing Co. Ltd**

**Assistant Secretary – Dec 2014 to June 2015.**

* Recording all Service Request Report from Customers on a daily basis.
* The need to use my initiative and be proactive, is also evident in this role as in many instances, I am the first point of contact for Customers.
* Building strong and lasting relationships with clients and customers, is also an integral part of what I do.
* Review current CS processes, challenges and suggest ways to improve where necessary.
* My ability to work with Microsoft Word is of a high standard, as this is a necessity for me to carry out my everyday activities.
* Understanding what the customer wants and working to exceed their expectations.
* Recording of all contact made, so as to be easily accessible by anyone at a later date.
* Ensuring that CRM is constantly being updated.
* Identifying when there is a problem and dealing with it head on.
* Working quite closely as a team is also critical in this role, in order for me to complete my job in many instances. As a result, team work has become second nature.
* Always respond to correspondence in a timely manner.

**Santas the Hair and Wig King – July 2013 to June 2014.**

* Constantly seeked to put the customer at the heart of any decisions made.
* Addressed existing and potential customer queries by finding the most suitable solution and escalating when necessary.
* Paid close attention to detail.
* Worked closely with other departments to ensure that tasks were fulfilled in a timely manner.
* I was able to use my initiative to make difficult and important decisions on the spot.
* Treated all customers fairly and ensured customer confidentiality.
* Ensured that the company's policies and procedures were adhered to.

# Education

**June 2013 – St. Charles High School**

* Mathematics, English, Geography, Human and Social Biology

**June 2008 – St. Joseph Girls R.C.**

**Skills**

* Great with Microsoft Office.
* Hairdressing.
* Strong organisational skills.

**References**

* Mrs. Lynette Boyce – Quality Roofing Co. Ltd – 1-868-662-3175
* Miss Alana Neaves – St. Charles High School – 1-868-663-7749