August 11, 2017

To Whom It May Concern:

Dear Sir/Madam,

Attached please find my resume. I am seeking permanent employment within your organization so that I can apply my skills in Analytics and Time Management, Employee Relations, Team-work, Accountancy, Customer Satisfaction and Public Relations and knowledge of Economics, Enterprise and Learning.

I have gained research skills and execution expertise in these fields from practical experience and completing The Caribbean Council Examinations with school leaving certificate in tandem with certifications in Graphic Design and Patient Care certificate courses at Youth Training and Employment Partnership Program through Certified by National Educational Council (NEC). I currently am accumulating finances to begin achieving more passes at CXC level in perusal of a Degree Plan in the coming year.

I am excellent in understanding the Customer and Employee in a Business environment, possess the required communication skills, understand Employee and Customer frustration and offer suitable solutions to resolve the issue or concerns. I have gained practical experiences from on the Job Training and Developments.

I would like the opportunity to further discuss my skills and qualifications in an interview at your earliest convenience. I do look forward to meeting with you on how I can be an asset to your Organization.

Respectfully,

Stephanie Wilson (Electronically Signed.)

Stephanie Wilson

**Skills Summary**

A motivated and experienced customer service professional, contributes to the company business growth. Have over 3 years’ experience with customer interaction, proven skills to establish quality customers’ service. Understands Customers and can offer workable solutions for situations exercising the Company guidelines. Communicate well in the Customer Service environment, understands customer frustrations and can offer workable solutions to retain the customer. Have received merits for outstanding performance.

**Highlights**

- Proficient Microsoft Office Suite; SPSS

- Can communicate well with others

- Time and Inventory Management skills

- Energetic work attitude- Innovative

- Efficient management support

- Strong Organizational and Customer Skill

- Public Relations and Branding skills

- Excellent Telecommunication Skills

**Accomplishments:**

**Customer Service**

* Apply Customer Retention Excellence to engage the Customer increasing profits for the organization.
* Stay focused and calm to resolve client conflicts and thereby prevent loss of key customers.

**Customer Interface**

* Understand the purpose of greeting customers upon entrance and offer service to satisfy business needs or transactions promptly and efficiently to their satisfaction.
* Assisted customers regarding account queries professionally and where necessary/apply workable skills with follow up as required.
* Developed expertise in Customer Satisfaction and Public Relations skills through academic learning with Training and Development.

**Employment:**

**Discount Merchandise, Sales, Pricing and Inventory Control Clerk**

**Aug 2016-PRESENT**

* Opening and closing the business on time.
* Customer Relationship Management- Queries, Suggestions, Information Dissemination.
* Punctuality and flexibility to work overtime during rush periods.
* Team working and sales training for promotions seasons Carnival, New Year’s Party décor or special holidays or occasions

**Dr. Joao Havelange Center of Excellence Le Sportel Inn Room Attendant**

**Apr 2014**

* + - * Reporting skills and conflict resolution
      * Administration and Organisation of all clients bookings, rooms.
      * Stock and Inventory management
      * Customer Service

**Reenanlen Ltd. Security Personnel**

**June 2013-2014**

* Surveillance and monitoring
* Monitor and report rules violations like loitering and smoking at a work place
* Check and screen visitors entering the guarded premises
* Perform patrol duties at various work sites of buildings and grounds.

**Education:**

* San Juan North Secondary - 2005 – 2010
* Youth Training and Employment Partnership Programme (Y.T.E.P.P.)- 2011
* Multi Sector Skills Training (M.U.S.T)- 2012

**Caribbean Examination Council Examinations:**

* English A Grade III
* Social Studies Grade II
* Human Social Biology Grade II

**Skills Training Certifications:**

***Youth Training and Employment Partnership Programme (Y.T.E.P.P.)***

* Certificate in Graphic Design Level 1

**REFERENCES:**

James Sealey

Contractor

Cupid and Sealey Construction Ltd.

Contact: + 1 (868) 747-8792

Iona Sweene

Corporate Services Department

YETEPP

Contact: +1 (868) 354-9939/ +1 (868) 672-5411

* Certificate in Patient Care Assistant Level1

***Multi-Sector Skill Training (M.U.S.T.)***

* Certificate in Commercial Food Preparation