To whom it may concern,

Human Resource Department

Human Resource manager

Dear Sir/Madam

I hereby submit this formal application for any position within your organization fitting my credentials. I have experience I administrative, dispatching ,collections and supervisory duties, I also have experience customer service in a high paste environment.

I am punctual and dedicated individual and I am willing to be an asset to your organization. Attached is a copy of my resume for perusal. Should my application be successful and I am required to attend an interview, I will be available at a time and date that is convenient to you.

Thank you in advance for considering my application.

Yours respectfully,

………………………………..

AFISHA LEWIS

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Address: LP #853 Eastern Main Road

Damarie Hill, Sangre Grande

Email Address: [cherrie33@outlook.com](mailto:cherrie33@outlook.com)

Mobile: 267-1181 3450369

Date of Birth: MAY 13th, 1991

Marital Status: Single

***Career Objective:***

To be a valuable asset as well as to enhance the image and production of the organization to which I am employed.

***Qualifications:***

***SEPTEMBER 2004-JUNE 2009: SANGRE GRANDE EDUCATIONAL INSTITUTE***

* English A II
* Principles Of Business II
* Human & Social Biology II
* Agricultural Science II
* Social Studies III
* Office Administration III

**WORK EXPERIENCE:**

***January 2017-: Digicel Play***

***Collections Officer***

* Creating Payment Plans For customer
* Contacting and following up on Payments
* Collecting and updating account that have gone into collections

***November 2016-: IQOR***

* ***TEAM LEAD***
* Taking escalated calls for customers for Amazon customer service issuing refunds updating customers info
* Assisting agents with queries
* Updating time sheets
* Coaching agents

***March 2014-: Columbus Communication:***

***Call Centre Representative/ Dispatch Agent***

* Taking Calls answering queries and Troubleshooting of service cable and basic internet issues .
* Logging all calls and queries in a timely manner.
* Updating account in CRM after service has been installed
* Liaising with technicians to ensure installation was done
* Creating dates a rescheduling customers for tech visits

***January 2012-September 2013: Prestige Holdings, Kfc:***

***Customer Service Representative***

* Cashing
* Kitchen Staff

***March 2011– November 2011: Direct One:***

***Call Centre Agent***

* Taking calls and answering queries and troubleshooting.
* Logging all calls and queries in a timely and efficient manner.

***September 2009– February 2010: Quality Assurance Officer***

***Arawak And Company (contract)***

* ***Inspection of goods before leaving company***

**REFERENCES:**

**Avianna Arandell**

**Registered Nurse – Eastern Regional Health Authority (Sangre Grande)**

***354-5323***

**Akiel Garvin**

**Collections officer – Digicel Play**

***378-0088***

**Abigale Quashie**

**Clerk 1– Eastern Regional Health Authority (Sangre Grande)**

**306-9525**