Quenette Grant Prince

Contact: 18683632400

Email: quenettegrant@gmail.com

Position:  **Customer Order Clerk**

**Personal Summary**

A reliable and approachable individual who has superb influencing skills and the ability to enhance a business’s campaigns. Quenette has extensive experience of working in competitive environments where only the toughest succeed. She not only has the ability to see those opportunities that others do not, but also has the initiative needed to take advantage of them. Right now she wants to join a company that recognises the importance of its staff and subsequently works hard to try to attract, retain and expand the best talent possible.

**AREAS OF EXPERTISE**

Booking advertising

Print Media

Brand management

Cold calling

Copywriting

Creative flair

**WORK EXPERIENCE**

Artavia Employment Agency NY – Receptionist / Executive Assistant (1998-2002)

DirecOne Ltd Telemarketing – Telesales, Marketing / Sales Agent (2003-2005)

Matrix Punches and Caterers – Manager, Event Planner (2002-2010)

Digicel Trinidad and Tobago Ltd – Customer Care Tech Agent (2006-2009)

DIRECTV Caribbean – Customer Care Tech Agent (2012-2013

Education:

Morvant /Laventille Secondary School (1987-1992)

English Language

Integrated Science

Social Studies

Mathematics

Computer Literacy

Malick Senior Comprehensive School Evening Program (1997-1998)

English Language

Computer Literature (NEC)

**DirecOne Limited.**

74 Independence Sq. Port of Spain Phone 8686239355

**Position:** Telemarketing Sales Representative

Customer Care Representative

2003 -2005

**Campaigns:**

Liberty Business Solutions (Brand Managing)

Sprint (Phone Company USA)

**Duties:**

* Advises present or prospective customers by answering incoming calls on a rotating basis; operating telephone equipment, automatic dialling systems, and other telecommunications technologies.
* Influences customers to buy or retain product or service by following a prepared script to give product reference information.
* Documents transactions by completing forms and record logs.
* Maintains database by entering, verifying, and backing up data.
* Keeps equipment operational by following manufacturer's instructions and established procedures; notifying team leader of needed repairs.
* Maintains operations by following policies and procedures; reporting needed changes.
* Maintains quality service by following organization standards.
* Maintains technical knowledge by attending educational workshops; reviewing publications.
* Contributes to team effort by accomplishing related results as needed.
* Observes and records trends and customer reactions

Please Contact DirecOne HR department for further Information.

**DIGICEL Trinidad & Tobago LTD.**

11c Maraval Rd, St.Clair Phone #8683999999

**Position:** Customer Care Agent

2006-2009

**Primary responsibilities**

* Resolve customer complaints via phone, email, mail, or social media.
* Use telephones to reach out to customers and verify account information.
* Greet customers warmly and ascertain problem or reason for calling.
* Cancel or upgrade accounts.
* Assist with placement of orders, refunds, or exchanges.
* Managing and recording all sales enquiries via electronic logging system
* Distribution of promotional material
* Tracking trends and gathering raw market data
* Establish and expand merchandise opportunities
* Brand Ambassador (on and off duty)
* Liaising with Marketing, Sales, and Finance, IT.

Added Participation:

Marketing Assistant (Digicel Stars seasons 1, 2)

Branding

Promotions

Sales

Please contact Digicel HR Department for further Information

***DIRECTV Caribbean LTD***

17 Mulchan Seuchan Road, Endeavour Chaguanas phone 6728111

***Position:*** Customer Care Tech Agent

2012-2014

**Primary responsibilities**

* Resolve customer complaints via phone, email, mail, or social media.
* Use telephones to reach out to customers and verify account information.
* Greet customers warmly and ascertain problem or reason for calling.
* Cancel or upgrade accounts.
* Assist with placement of orders, refunds, or exchanges.
* Managing and recording all sales enquiries via electronic logging system
* Distribution of promotional material
* Tracking trends and gathering raw market data
* Establish and expand merchandise opportunities
* Brand Ambassador (on and off duty)
* Liaising with Marketing, Sales.
* Resolving All Technical Issues

Please Contact DIRECTV HR for further Information