**ALYSSA GRANT**

**Email:** lyssy.grant@yahoo.com

**Mobile:** 1 868 317-5292

***Experienced customer service employee seeking full time opportunities***

Young and articulate individual with demonstrated experience working in casual face-to-face customer service roles. Strong interpersonal skills ensuring the ability to work in a highly diverse environment in which respectful and effective communication skills ate integral. Proven strengths in cash management, stock control, transaction processes and problem resolution ensuring the ability to transition from casual to full time customer service roles, seeking a full time position.

**Key attributes**

✓Reliable- Conscientious, honest, trustworthy and cooperative

✓Punctuality- There when expected and needed

✓Integrity- Aware of and respects confidentiality related to role

✓Customer focus- Understands the importance of customer relations

✓Flexibility- Can handle a variety of situations within defined scope of work

✓Competence- Performs tasks/duties efficiently including coping with incidents

✓Communication- Communicates clearly and concisely in verbal and written forms

**EDUCATION**

**CXC O’Level Exams**

English Language Grade 1

Social Studies Grade 2

Human and Social Biology Grade 2

Principles of Business Grade 1

History Grade 2

**Professional Skills**

• **Customer Service :** Recognized ability to communicate effectively with a range of individuals from different cultures and backgrounds

* **Problem solving** : Ability to apply a logical approach to problem solving that minimizes conflict and creates positive outcomes.

• **Collaborative Team Member :** Ability to collaborate with team.

**OTHER PERSONAL ATTRIBUTES**

• **Reliable:** Commended reliability demonstrated by completion of all rostered shifts as well as availability for non-preferred shifts to assist during peak seasons.

• **Enthusiastic:** Always willing to build morale and improve work environment by showing enthusiasm for all tasks and responsibilities**.**

• **Adaptable:** High levels of flexibility allows adaptations to demands of a highly competitive and demanding industry

**PROFESSIONAL WORK EXPERIENCE**

**MAPAU**

**-2015 TO 2016**

**POSITION: SURVEILLANCE OPERATOR**

Duties:

Monitor On-site live feeds

On-site Data Receipt

Data Recording

Data Transferals

**SOUTH EASTERN SECURITY SERVICES**

**-JUNE 2012 TO 2015**

**POSITION: SENTRY OFFICER**

Duties:

Access control

Data entry

Data transferal

**K9 Security Methods Ltd**

**2011-2012**

Duties:

Access Control

Data Entry

References

Available upon Request