**Nikisha Romain**

Personal Info

Phone

1868-396-8235

Email

nikisha.romain@gmail.com

LinkedIn

https://www.linkedin.com/in/nikisha-romain

Skills

* Analytical and Problem Solving
* Effective Communication
* Accurate and Detail-Oriented
* Relationship-Building
* Team Player
* Self-Managing
* Microsoft Office

Customer service representative with 2 years experience in sales and providing exceptional customer service.

Education

2014-09 - **The University of The West Indies (Cave Hill)**

2016-12   Masters of Science Computing Innovation (E-Business)

* Distinction

**Projects Include:**

* Designed and developed an application to teach children experiencing Dyscalculia.
* Designed a website for a computer accessory store and a Vegan website using Zencart and Joomla.
* Developed a student guide mobile web application.
* Designed an online marketing campaign for an automobile company.

2008-09 **The University of The West Indies (St. Augustine)**

2012-06Bachelors of Science Information Technology

Experience

2012-10 - **Customer Service and Support Representative**

2014- 08 *Republic Bank Limited*

**Responsibilities:**

* Marketing of products and services based on customers’ needs.
* Resolving customer queries.
* Managing customers’ accounts and verifying bank reports.
* Ensuring customers receive service in a timely manner.

2012-05- **Intern- Data Entry Clerk**

2012-08 *Trinidad and Tobago Judiciary*