**IRLANNA HENRY-PARRIS**

Tunapuna road, Tunapuna H 222 7672 C 488 4945 irlannaparris@yahoo.com

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**PROFESSIONAL SUMMARY**

Call Center Representative with expertise providing customer support in high call volume environment. Exceptional customer aptitude and telephone etiquette.

**PERSONAL INFORMATION**

Sex and Marital Status: Female and Married. Age & DOB: 34 18th May, 1982. Nationality/citizen: Trinidad

**SKILLS**

* Proficient in MS office.
* Familiarity with Key Performance Indicators
* Strong problem solving aptitude
* Adheres to customer service procedures
* Excellent communication skills

**REFERENCES**

References available upon request.

**WORK HISTORY**

**Customer Service Representative** 03/2011 to 12/2017

**Columbus communications Trinidad Limited** – 473 Southern Main Road, Cunupia

* Improved call center functionality and service capacity by resolving customer complaints efficiently and quickly.
* Addressed and resolved customer complaints empathetically and professional.
* Resolved service, pricing and technical problems for customers by asking clear and specific questions.

**Quality Assurance Officer** 09/2006 to03/2010

**Medical Data Caribbean** IndustrialEstate Frederick settlement, Caroni

* Started as entry level medical transcriptionist responsible for accurately documenting medical reports submitted by doctors in reference to patient care.
* Quality assurance: Review and maintained accurate records of patient care, condition, progress and concerns before submission to client.

**EDUCATION**

**Certificate of Achievement:** Court transcription, November 2009

**Certificate of completion:** Medical transcription programme, December 2005

**Associate of Applied Science**: Information technology – programming I, September 2004

COSTAATT – Eric Williams Medical Science Complex

6 O’Level Passes: June 1999

* Eldorado Secondary School - Target Road, El Dorado, Tunapuna
* Coursework in English A I
* Coursework in Principles of Business II
* Coursework in Mathematics II
* Coursework in Chemistry III
* Coursework in Food and Nutrition II
* Coursework in Home Economics Management III