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| dion samuel  **EP#28 La Belle Vie, Paramin, Maraval · (868)274-1118/(868)752-1502**  samuelisiah95@gmail.com · 06/12/1995 |
| Customer service representative seeking an opportunity to use my customer service skills to improve customer satisfaction at your company.I have the follow-through and positive attitude that will allow me to achieve the company targets. I am ambitious, hardworking and want to find a company that I can grow with as I achieve their goals. |

# Experience

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| 2017(MAY) – PRESENTCustomer service representative, Direcone international call centre Obtains client information by answering telephone calls; verifying information.  Establishes policies by entering client information; confirming pricing.  Informs clients by explaining procedures; answering questions; providing information.  Maintains communication equipment by reporting problems.  Maintains and improves quality results by adhering to standards and guidelines.  Updates job knowledge by studying new product descriptions; participating in educational opportunities.  Accomplishes sales and organization mission |
| 2016 – 2017(march)WAREHOUSE ATTENDANT, smjaleel & CO. LTD Handle and manage shipping of products.  Pack and shrink-wrap materials and products.  Operate forklifts to handle products and warehouse materials.  Arrange and organize products and materials in a warehouse.  Prepare and verify shipment papers.  Organize transportation of materials to warehouse.  Maintain and manage inventories in warehouse.  Inspect and verify products, materials and equipment before storing in warehouse.  Execute loading and unloading operations.  Ensure compliance of safety procedures and practices in warehouse operations  **2015-2016**  **SALES CLERK,** BHAGANS DRUGS LIMITED.  Worked directly with customers in person and on the phone.  Restock supplies and keep accurate records of what materials are coming in and going out of the pharmacy.  Use cash registers.  Use basic mathematics when taking inventory and ringing up customers.  2015  **PRODUCTION ATTENDANT,** FRESH START LIMITED  Record data.  Start up and stop equipment.  Feed or place items onto equipment for processing.  Measure and pour ingredients.  Ensure conformance to specifications.  2012-2014  **WAREHOUSE ATTENDANT,** SM JALEEL & CO. LTD  Handle and manage shipping of products.  Pack and shrink-wrap materials and products.  Operate forklifts to handle products and warehouse materials.  Arrange and organize products and materials in a warehouse.  Prepare and verify shipment papers.  Organize transportation of materials to warehouse.  Maintain and manage inventories in warehouse.  Inspect and verify products, materials and equipment before storing in warehouse.  Execute loading and unloading operations.  Ensure compliance of safety procedures and practices in warehouse operations |

# Education

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| Month YearCSEC O’LEVELS, WOODBROOK SECONDARY SCHOOL ENGLISH III  SOCIAL STUDIES III |
| 2005-2007primary level, PARAMIN R.C. SCHOOL |
| 2000-2005EXCEL COMPOSITE SCHOOL |

# Skills

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| * Multitasking; able to handle numerous tasks simultaneously, works well under pressure * Quick learner * Prioritizing * Interpersonal skills; ability to maintain good relationships with employees at all levels of the company, including executives. * Technical skills; Microsoft Office proficient, experience using phone systems, copiers and printers | * High level of willingness * Initiative and problem; solving abilities: great at problem solving, able to tackle special projects * Team player; works well with others, dedicated to the organization * Great communication skills; verbal and written as well as great listening skills * Organization; organized with every task at hand, able to keep a tidy work area * Dependability; highly dependable, not letting anything slip through the cracks |

# Activities

* Reading
* Sports; football, track and field
* Music; often participate in singing competitions