# Objectives

# To succeed in an environment of growth and excellence which provides me with job satisfaction and self-development and help me achieve personal as well as organizational goals.

# Experience

## Digicel Trinidad Ltd, Maraval Road

## Outbound Sales Team Lead

2013-Present

* Manages; motivate team to deliver set targets in line with their KPI’s.
* Manages Team Attendance and Punctuality
* Develop Training and Execute Programmes.
* Resolution of Internal and External Escalations.
* Sales and support process and sales activation.
* Quality monitoring and management.
* Management of Department Schedule and Vacation Roster.
* Processing of Department Payroll.
* Managing and Monitoring Department Software (Vanillasoft) to increase sales productivity, higher contact rate and sales accountability and generate reports accordingly

## DIRECTV TRINIDAD LTD

2010-2013, Customer Service Representative (CSR)

* Field services Department in charge of Tobago and Contractors in Trinidad.
* Created, scheduled and provided reports as it pertains to Tobago
* contractors, also routed in-house technicians using excel and a
* Software called IBS in closing work orders and tracked installers daily.
* Rescheduled work orders for the next day if problems arise.
* Audit all work orders to ensure quality maintenance.
* Four months prior was assigned to the Customer Care Department (Technical Support Unit) assisted customers with troubling shoot, assist billings
* and giving information concerning products and services.

MAINSTREAM FOODS LTD. (SUBWAY)

2008-2009, Manager

* Planned resources and workflows.
* Cost Analysis.
* Weekly branch sales projection.
* Assessment of branch sales performance.
* Maintenance of customer service standards.
* Facilities Management.
* Employee evaluation and coaching.
* Trained and motivation of staff.
* Scheduled staff Roster.
* Updated branch accounting records.

## TRINIDAD UNION CLUB

2008-2009, Supervisor

* Supervised Dining and Kitchen Staff.
* Event Coordination.
* Decoration of facilities.
* Records management.
* Assisted with the updating accounting records.

## JEVI’S TAILORING

1994 –2013, Owner/Operator

* Design and creation of garments for men and women.
* Negotiation of contracts for large uniform orders.
* Customer Relationship Management.
* Maintained Financial Records.
* Procurement of bulk fabric and supplies.

# EDUCATION

## Open Campus UWI. St. Augustine (Final Year)

BSc. Management Studies

## Institute of Administrative Management (IAM), United Kingdom (2007-2008)

Diploma in Administrative Management

## School of Accounting and Accounting Services (2001- 2004)

Advanced Practical Accounting

## John Donaldson Technical Institute Advanced Practical Accounting (1997-1999)

Diploma in Tailoring Craft (Levels 1 and 2)

# HOBBIES

Reading, Building Jig-saw puzzles, Participation in the Performing Arts (Singing and Drama), Hiking

# References

## Phillip Cummins, Electrical Industries Ltd

1-868-756-5958

## Andrea Davis, Manager

1-868-290-2484

## John Eastman, Senior Supervisor TSTT

1-868-624-2932