**Objective:** *To Achieve Excellence In My Chosen Field Of Work And Study!*

**Work Experience Period**

**Employer:** Actavo Trinidad Limited **19/10/2016–06/07/2017**

**Position Held:** Service Delivery Manager

* Report to the Regional Manager and Operation Manager verbally and written daily and weekly
* Meet and excel KPI’s and SLA’s relating to performance and quality
* Conduct and log Quality audits on FTTH Service Delivery Technicians
* Conduct and log HSSE audits and enforce the company SOP standards on FTTH Service Delivery Technicians
* Construct, issue and monitor Performance Improvement Plans (PIP)
* Manage FTTH technicians end-to-end daily
* Ensure technicians correctly update multiple programs and paperwork used to document and validate work completed or otherwise, with all necessary information.
* Document attendance and validate all absence
* Conduct weekly vehicle audits on the Fleet
* Ensure road safety practices and laws are being upheld by all Fleet drivers
* Conduct weekly tools and equipment checks
* Appropriately address Human Resources issues; such as attendance and interpersonal relationships in the workplace
* Support and communicate old and new business goals, quality standards, processes and procedures and policies to staff
* Manage and ensure a great Customer Service experience is being provided
* Schedule, chair and/or issue disciplinary meetings for verbal warnings up-to and including termination meetings
* Conduct investigation on customer In-Home issues, road incidents and Safety incidents

**Employer:** Actavo Trinidad Limited **25/01/2016–18/10/2016**

**Position Held:** Service Delivery Technician 1

* Installation of Digicel’s Fiber to the home (FTTH) service (*Broadband, IPTV and POTS*)
* Update information in real-time regarding jobs dispatched to my crew on WFM
* Write reports to upper-management regarding in-field issues encountered.

**Employer:** IQOR International Contact Centre Limited - Trinidad **1/09/2015–23/1/2016**

**Position Held:** Assistant Vice President (*Operations Department*)

* Assist and report directly to the VP of Operations for Trinidad and Tobago.
* Provide reports to the EVP of Operations.
* Provide daily and weekly reports based on attendances and KPI’s verbally and written.
* Directly supervise and manage staff.
* Provide, document and present performance feedback through side-by-side coaching, performance reviews and goal expectations; managing the client’s progress expectation.
* Manage Service Levels based on client contractual agreements.
* Conduct interviews for new hire staff, short-listing these applicants based on criteria.
* Improve customer satisfaction and call quality by monitoring and giving feedback as necessary.
* Increase effectiveness of call monitoring by calibrating with the Quality Department.
* Utilize data reported to manage improvements in individual, team and queue performance.
* Manage changes through effective communication.
* Appropriately address Human Resources issues; such as attendance and interpersonal relationships in the workplace; *consulting Vice President or HR for guidance as needed*.
* Handle escalated customer issues.
* Participate in international Operations department conference calls and meetings to discuss potential methods and strategies for mass improvement opportunities.
* Support and communicate business goals, quality standards, processes and procedures and policies to staff and upper management.
* Administer motivational programs that include incentives, contests, and team performance programs.
* Accurately summit each staff member work hours to Payroll and assist with payroll.

**Employer:** Direc One International Contact Centre *(TSTT Contractor)* **05/2012 – 29/08/2015**

**Position Held:** Senior Supervisor/Senior Dispatcher (*SOC/RSB/Wireless TV*)

* Provide primary and secondary technical support to technicians, inspectors and customer service (*IHD, FCSS*) regarding with POTS and GPON lines, wireless devices, internet configuration and NOC assistance.
* Provide daily and monthly reports on staff and technician quality and efficiency level (K.P.I.).
* Create, dispatch, update and close/complete work orders in multiple programs used by TSTT and Direc One. (Citrix: Access Care, Concept Wave, CIS, Granite, etc..)
* Dispatch work strategically to IPTV, POTS, Wireless TV and Broadband technicians based on appointment times, traffic and landscape.
* Ensure all technicians (*internal and contracted*) address all appointments on time and urgently while maintaining TSTT’s standard.
* Contact customer’s to verify their services are working to their satisfaction.
* Address issue escalated via email to my department by the Internet Help Desk, Customer Service, NOC, Inspectors (Technicians) and TSTT senior management.
* Submit reports on behalf of my department to the Managing Director, General Manager, TSTT HOD’s on a daily basis.
* Communicate information to every level of staff at Direc One and TSTT in both written and verbally.
* Coach staff on how they can better their performance. (*Train staff on customer service and all info needed to execute their work efficiently and effectively*).
* Advise and explain company policy to new and existing staff members.
* Accurately summit staff’s login and logout time to Payroll Management (*H.R*.).
* Ensure staff produces at least 95% quality

**Employer:** Direc One International Contact Centre *(TSTT Contractor)* **12/2011 – 05/2012**

**Position Held:** Quality Assurance Specialist/ Junior Dispatcher (*SOC/RSB/Wireless TV*)

* Ensure staff produces at least 95% quality in every aspect of their work.
* Address emails sent to my department by other departments of both Direc One and TSTT and their respective managerial staff.
* Coach staff on how they can better their performance. (*Train staff on customer service and all info needed to execute their work efficiently and effectively*).
* Advise and explain company policy to new and existing staff members.
* Verify and update customers complains hourly.
* Dispatch work strategically to IPTV, POTS, Wireless TV and Broadband technicians based on appointment times, traffic and landscape.
* Contact customer’s to verify their services are working to their satisfaction.
* Provide detailed technical support to technicians, inspectors and customers.

**Employer:** Ministry of Legal Affairs **08/2011 – 11/2011**

**Position Held:** Temporary Vault Attendant/ Clerical Assistant

* Search for books and information pertaining to marriages, divorces, land, etc.
* Maintain the order/ arrangement of book in the vault.
* Assist customer in acquiring information.
* Advise customers on company procedures and protocol.
* Assist the supervisor with weekly reports

**Employer:** Elections and Boundaries Commission **2008 – 2010**

**Position Held:** Clerical Assistant

* Assisting customer with their application for new and renewal of their identification card.
* Assist customers in the retrieval of their identification card.
* Take photos of the customer who is applying for their identification card photo space.
* Type letters to send for customers to retrieve their identification card.

**Educational Background** **Period**

**Institute:**

**National Safety Council** 2016

* NSC First Aid Course

**Course Work:**

*Standard First AID*

**Institute:**

**National Safety Council** 2016

* NSC CPR Course

**Course Work:**

*Adult/Child CPR & AED Infant CPR*

**Institute:**

**National Safety Council** 2016

* Certificate of Completion

**Course Work:**

*Defensive Driving Course*

**Institute:**

**Advanced Solutions Technical Institute** 2016

* Certificate in Fiber Access Terminal Construction and Fiber Splicing

**Course Work:**

*Fiber Access Terminal construction/layout, Fiber Splicing, Fiber Handling*

**Educational Background cont.** **Period**

**Diego Martin Lesson Academy** 2009 – 2010

* CXC (Ordinary Level – General Proficiency)

**Subject:**

Mathematics

English

Principles of Business *Pursuing Jan. 2018*

**Institute:**

**Diego Martin Government Secondary** 2006 – 2008

* CXC (Ordinary Level – General Proficiency)

**Subject:**

Social Studies

Music

Human & Social Biology

**Additional Achievements Period**

Royal Bank of Trinidad and Tobago (RBTT) 2008

* Pan Minors Scholarship Program **Distinction**

**Certificate Obtained:** ***Certificate of Completion***

**References**

**Name**: Ruth Dove

**Position**: Program Manager

**Employer**: Direc One International Contact Center

**Contact**: 779-0055

**Name:** Collin Ghita

**Position:** Head Fire and Safety Officer/ Sailor (*Captain*)

**Employer:** Maritime/ Caribbean Dock Yard Trinidad Limited

**Contact:** 770-5917