41 Sapphire Crescent, Diamond Vale, Diego Martin

Phone (868) 740 7603\* Email kylepcielto@outlook.com

Kyle Cielto

**Curriculum Vitae**

**Career Objective**

To be a part of a stimulating and innovative environment that can aid in the enhancement of my social well-being, as well as increase my knowledge and gain further experience in the Customer Service.

**Personal Skills**

* Honest
* Punctual
* Works well in a team environment
* Adaptable
* Resourceful
* People oriented
* Customer-centric

**Professional Skills**

* Computer Literate
* Proficient in Microsoft Word, Excel & PowerPoint
* Rapid learner
* Administrative Skills, e.g. Can type 100 words per minute
* Excellent time management
* Prioritization
* Oral/Written Skills
* Training in sales and customer service

**Education**

**ROYTEC UWI School of Business and Applied studies 2014 – Present**

**Associates Degree in Business Management**

**St Joseph’s College – 2008 – 2013**

***C.X.C O’ Level Qualifications***

* English Language 1
* Principles of Business 2
* Office Administration 2
* Social Studies 2
* Mathematics 3
* Principles of Accounts 3
* Human & Social Biology 3

**Work Experience**

***Account Fulfilment Representative, RBC Royal Bank, 2014 – 2015.***

**Duties**

* Dealt with large sums of money.
* Responsible for regularly filing and maintaining client records.
* Liaised with clients over the phone on a daily basis.
* Balancing all debit/credits at the end of the day.

**Accomplishments**

* Took part in weekly department huddles.
* Developed a waste-chase proposal to reduce company costs.
* Received several emails from Management about my excellent customer service

***Loans Officer, Island Finance Trinidad & Tobago, 2015 – 2016.***

**Duties**

* Active involvement in marketing the company’s products generating a regular flow of revenue.
* Administrative Duties; Filing client portfolios, In charge of employee time sheets, Entering Cheque logs on excel etc.
* Cash duties: Receiving cash payments and balancing cash at the end of the day.
* Daily Mandatory recovery calls to acquire late payments

***Operations Support, Telecommunication Services of Trinidad & Tobago, 2016 – Present.***

**Duties**

* Receive and process applications for new products and services.
* Upgrade current customers to new packages.
* Troubleshoot customer queries.
* File documents such as; application forms, letters of authorization, ID’s etc.
* Keep customers updated on the progress of ongoing applications.
* Weekly internal marketing of new products and services.