W. Ketsia Dormeus

Insurance Agent

Nassau,

The Bahamas

(242) 552-7700

Ketsia377@gmail.com

# **SUMMARY**

Esteemed Insurance Agent with excellent written and verbal communication skills. Highly effective at juggling multiple responsibilities at once and providing friendly service. I am dedicated to developing meaningful clientele and offering the best solutions for insurance coverage.

# **SKILLS**

* Negotiation
* Written and verbal communication
* Client needs analysis
* Determination
* Active listener

**EXPERIENCE**

## **Village Road Shopping Center, Nassau, The Bahamas***- Secretary*

August 2021 - Presently

* Produce accurate office files, updated spreadsheets, and crafted presentations to support executives to boost team productivity.
* Respond to emails and other correspondence to facilitate communication and enhance business processes.
* Enter data into the system and update customer contacts with information to keep records correct.
* Provide clerical support to company employees by copying, faxing, and filing documents.

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## **Front Desk Receptionist, Nassau, The Bahamas -**

## *Earn it Employment Agency*

## May 2017 - July 2021

* Monitored office supplies inventory and place orders.
* Maintained files and records with effective filing systems.
* Volunteered to help with special projects, assuming a variety of tasks and duties.
* Resolved customer issues quickly and ensured that the manager was immediately notified when problems escalated.
* Greeted persons entering the establishment and determined the nature and purpose of the visit.
* Pleasantly answered calls from a multi-line switchboard for the office and directed callers to the appropriate employees.
* Carefully wrote down all phone messages and relayed them to the appropriate personnel.
* Answered the phone by the second ring and greeted callers enthusiastically.

# **Customer Service Representative, Nassau, The Bahamas**

BTC

# August 2008 - April 2017

* Answered phone calls and replied to emails and online inquiries promptly and professionally.
* Remained solution-oriented in face of complex problems to assist customers, management, and overall business direction.
* Streamlined office operations by effectively monitoring and addressing customers correspondence and data communications.

# **EDUCATION**

## **Long Bay School**

September 1997 - June 2005

**Bahamas Academy of SDA-** *High School Diploma*

September 2005 - June 2008