**Lewis, Marlon Lamour**

8 Davidson Avenue, Kgn. 20 • (876) 438-5612/934-4720 • marlonlewis438@gmail.com

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| ***Targeting Relevant Job Positions*** |

* Ability to Re-factor and Optimize processes through innovation and collaboration.
* Proficient in Software Application and Full Stack Web Development: SQL, AJAX, PHP, JS, CSS, HTML.
* Proficient with commercial software such as Microsoft Office suite, Google Suite, etc.
* Proficient in Project Management tools, techniques, and best practices.
* Successful with managing/supervising technical teams of various sizes.
* Effective People skills and works well with others.
* Great Communication and presentation skills in both the written and oral fields.
* Strong ability to Lead diverse groups and execute difficult tasks.

**Education**

**UNIVERSITY OF THE WEST INDIES (MONA)**

**(2020 - 2023)**

B.Sc. in Computer Science

**UNIVERSITY OF THE WEST INDIES (MONA)**

**(2010 - 2012)**

B.Sc. in Political Science – discontinued during second year

**WOLMER’S TRUST HIGH SCHOOL**

**(2006 – 2008)**

*CAPE Passes*: Spanish, Communication Studies, Caribbean Studies, English Literature

**WOLMER’S BOYS’ SCHOOL**

**(2001 - 2006)**

***CXC’S****:*

Mathematics (1), Spanish (1), Information Technology (2), English Language (2), English, Literature (2), Biology (2), Physics (2)

**Work Experience**

**LG Electronics (Central America and the Caribbean)**

* **Merchandizer**

*(March 2020 – October 2021)*

Responsible for BTL Marketing for LG Electronics household appliances in various stores across the Island of Jamaica. This involved supporting staff and customers with technical information on products and ensuring that beneficial working relationships were maintained between the company and its clients. This also included the planning and execution of various activations and marketing projects to drive overall sales of LG products and improve the branch performance for LG sales at various branches.

**Universal Service Fund - Technology Advancement Programme (TAP)**

* **Part-Time Instructor**

*(January 2020 to April 2020)*

Responsible for teaching and testing students about Computer systems, computer maintenance and computer repairs.

**Advantage Communications (Naggo Head, St. Catherine – New Kingston, Kingston)**

* **Team Leader & Acting Account Manager**

*(March 2017 to 2019)*

While in this capacity, I was responsible for overall operations, training and performance of a team of up to 27 persons, inclusive of 2 Quality Help Desks and a Team Leader. I was directly in charge of collaborating with the client to meet service requirements and quality standards. As such, my role required me to implement various strategies, techniques and tools to ensure that processes, action plans, budget, scope/KPIs and schedules were adhered to, and the Quality standards were being maintained or improved for each agent and the overall account.

I successfully streamlined the coaching and recognition of agents, looking at performance and over-all development. I also worked alongside the Site Manager to assist with the management of the site and other programs by creating and executing plans for Reward and Recognition, Emergency management, Risk Management, performance improvement, agent development and employee engagement/morale.

I also streamlined and optimized various reporting and management processes for the team, making them simpler and quicker.

* **Customer Care Supervisor**

*(2014 to 2017)*

Assisted with the supervision of 2 large Amazon accounts, to inspire the best possible performance from the team members.

During this time, I was able to use innovative thinking to improve/automate various reporting processes and develop various promotions that improved engagement, team performance and morale/engagement. My teams benefited from dynamic coaching strategies and frequently came out on top in the performance ranking. Many Top performers were produced and promoted from my team.

* **Tech Team Agent**

*(2013 - 2014)*

I was promoted from a CSR to be on an advanced Tech Team to provide support for other agents as being a point of contact for them to receive help to resolving difficult billing and technical concerns. I reported to the team leader and identified areas of concern to be highlighted to the client’s tech team or opportunities for agents to be coached.

* **Customer Care Representative**

*(Nov 2012 - 2013)*

Resolved Customer issues by Phone, Email and Chat on one of Amazon’s larger accounts. These contacts ranged from billing queries to technical issues, and required skillful use of soft skills and technical knowledge/understanding to maintain a good rate of customer retention and satisfaction.

**Marlon’s Tech-Universe Services**

* **CEO and General Technician**

*(July 2011 – Sep 2012)*

Service/Upgrade computers at the Holy Childhood High School. Internet Cafe was set up and discarded computers were restored and put back into service.

**Worldwide Technology Ltd. – Kingston, JA**

* **General Technician**

*(June 2009 – August 2010)*

Built generic computers, Repaired hardware and software issues, from virus infection, blue screen crashes, speed concerns, and much more.