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MELISSA MITCHELL

ABOUT

A knowledgeable and diligent individual with excellent oral and written communication skills, active listening, and analytical problem-solving skills. I am a solid team player with an outgoing, positive demeanor and proven skills in establishing rapport with clients. I am motivated to maintain customer satisfaction and contribute to company success.

SKILLS

- Adaptability
- Detailed and Organized
- Mobile App Development
- Presentation and Public Speaking
- Proficient in Microsoft Office
- Programming using HTML5, Javascript, PHP, C++, C#, Python, MySQL
- Website Development

EXPERIENCE

Great HealthWorks, Remote - *Independent Sales Contractor*

April 2022 - PRESENT

- Sell supplements to new customers across the United States

Influx, Remote - *Sales Development Representative*

October 2021 - PRESENT

- Qualifying leads and setting up meetings

Cxstomer, Remote - *Subject Matter Expert*

January 2022 - July 2022

- Support agents by answering questions about the products and services offered by the company.

Cxstomer, Remote - Retention Specialist

October 2021 - January 2022

- Negotiate with customers to increase loyalty and retain their business.

Cxstomer, Remote - Customer Service Representative

August 2021 - October 2021

- Support and assist customers with any issues via chat.

Centerfield, Kingston, Jamaica - Sales Expert

March 2021 - June 2021

- Sell and upsell products and services to new and existing customers.

Sutherland, Kingston, Jamaica - Sales & Technical Support Associate

December 2020 - March 2021

- Troubleshoot customers' internet, tv, and phone issues
- Upsell products and services to customers

Hinduja Global Solutions, Kingston, Jamaica- Customer Service Representative

July 2020 - October 2020

- Assist customers with medical-related issues via phone. (Health Insurance)

Advantage Communications, Kingston, Jamaica- Customer Service Representative

January 2020 - July 2020

- Assist customers with billing queries, and other technical issues via email, chat, and phone.

EDUCATION

University of the Commonwealth Caribbean, Kingston, Jamaica

BSc in Information Technology

January 2016 - December 2021

CERTIFICATION

EF Set English Certificate 83/100 (C2 Proficient)

EF Standard English Test (EF Set)

2022

Phlebotomy Technician Diploma

Health Education and Counseling Institute

2015

AWARDS

1. Girls in ICT Hackathon/ 2019 / 1st Place Winner of the Social Media Lead Category
2. DIA Lab Pitch Tank Winner / 2019 / “Bulwark” Mobile App Prototype
3. DIA Lab Open Government Hackathon 3 rd Place Winner / 2018 / “JA Travel Planner” Mobile App Prototype