

RAMOUNE O. ROBERTS

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EXPERIENCE

SEPTEMBER 2021 – MARCH 2022

BRAND ADVOCATE, HINDUJA GLOBAL SOLUTIONS

- Utilizing a softphone.
- Creating detailed documentation of calls with the utilization of Microsoft Word.
- Assisting callers with login issues on the company's portal.
- Navigating Microsoft Excel for specific details.
- Navigation a wide variety of company software for specific details which caller requires.
- Communicate with people from a variety of ethnic groups.
- Assisting team members in the completion of given tasks.

JUNE 2021 – SEPTEMBER 2021

FOOD AND BEVERAGES, BUSCH GARDENS WILLIAMSBURG

- Attending to customers specific wants.
- Assisting customers with pricing.
- Restocking goods.
- Preparing goods for customer consumption.
- Leading a group of five to best serve guests.
- Preparing workstations before work.
- Cleaning and sanitizing workstations after work.

SEPTEMBER 2020

SANITIZATION OFFICER, ELECTORAL COMMISSION OF JAMAICA

- Ensure that guests are properly sanitized before granting entrance into the premises.
- Sanitizing workstation before and after use.

DECEMBER 2018 – JANUARY 2019

CUSTOMER SERVICE REPRESENTATIVE, JAMAICA PUBLIC SERVICE CO.

- Confer with customers by telephone and in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Determine charges for services requested, collect deposits or payments, or arrange for billing.

EDUCATION

JUNE 2019

HIGH SCHOOL DIPLOMA, MORANT BAY HIGH SCHOOL

- ENGLISH A CXC
- INFORMATION TECHNOLOGY CXC
- MATHEMATICS CXC
- CHEMISTRY CXC
- BIOLOGY CXC
- PRINCIPLES OF ECONOMICS CXC
- PRINCIPLES OF ACCOUNTING CXC
- ELECTRICAL AND ELECTRONIC TECHNOLOGY CXC

SKILLS

- Communication - Able to convey information in an easy and understandable way.
- Team Orientated - Work well in team settings
- Leadership - Lead a team to produce the best results possible
- Multitasking – Able to do more than one tasks at a given time with great precision
- Computer skills – Proficient in Microsoft Suite and basic computer literate.