DAHLIA DOUGLAS

FRIENDSHIP DISTRICT, ISLINGTON P. O., ST MARY, JAMAICA W. I.

CONTACT: (876) 8288398

EMAIL: douglasdahlia3@gmail.com

OBJECTIVE

I wish to join your organization as an active team member. I assure you that with my hard work, I shall continue to enhance my technical skills to provide good quality of work and thus will remain as an asset for your organization.

EDUCATION/ QUALIFICATIONS

2013-2017 HORACE CLARKE HIGH SCHOOL

NCTVET F&B Restaurant Service (server) Food and Beverage Certificate Level 1

Prefect

Peer Counselor

Outstanding Performance at NCTVET (Food & Beverage) Certificate

Food and nutrition CXC

Home and family life management CXC

Social studies CXC

English language CXC

Electronic document preparation CXC

Human and social biology CXC

2012-2013 ST MARY TECHNICAL HIGH SCHOOL

Certificate of punctuality

SKILLS

- Proficient in Microsoft Office
- Works well with others
- Excellent Time Management Skills
- Strong communication and organizational skills

WORK EXPERIENCE

Islington Police Station

April 2014

Volunteer

Horace Clarke High School Community Service Programme Participant

VXI Jamaica Limited, 7 Courtney Walsh Dr, Kingston April 2018 – April 2021

Call Center Agent

- Organized and detail oriented individual with Customer Service experience in the telecommunications and retail industry. Courteous, flexible, and hard-working individual who possess experience working individually as well as in a team. Also interacts well with people.
- Handled over 100 inbound calls, emails and with proven efficiency

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- Successfully dealt with customer's inquiries and complaints in a timely manner; in accordance with company policies and guidelines
- Effectively worked in teams
- Recorded all customer interactions and transactions which included details of inquiries, complaints, comments and actions taken

The Office Gurus, 19-23 Barbados Avenue, Kingston March 2022 – August 2022

Customer Service Representative & Team Lead

- Monitor the quality of calls to ensure that customers are receiving high-quality service.
- Develop agent skills by providing training opportunities, encouraging teamwork, and fostering a positive working environment.
- Enforcing company policies and procedures to ensure compliance with call center rules.
- Conducting performance reviews to measure team member's performance and provide feedback to management.

REFERENCES

Mr. Walker Principal Horace Clarke High School Islington P.O. St. Mary 994-4310

Ms. Phillips
Teacher
Horace Clarke High School
Islington P.O.
St. Mary

994-4310