

DAHLIA DOUGLAS

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

CONTACT: (876) 8288398

EMAIL: douglasdahlia3@gmail.com

- 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