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| **Daina** **Edwards**customer service / Administrative professional | **Contact**EMAIL: dainakimone@gmail.comPHONE: (345) 322-8324 ADDRESS: 1628 Franksound Road Northside, Grand Cayman EducationHocking College *Nelsonville, OH****GPA: 3.9*** Associate in Applied BusinessGraduated June 2008Awards & HonorsOutstanding Graduate for Business Management and Entrepreneurship TechnologySpalding High  High School Diploma (Jun 2000)Extracurricular ActivitiesCheerleading/Dance/School ChoirAdditional SkillsCustomer ServiceMicrosoft OfficeFilingOrganizingLeadershipTraining |  |  | **Career summary**Hard-working professional with 11+ years of customer service and administrative experience and a proven track record of exceptional time management, attention to detail and client relation skills.ExperienceDispatcher/ Fleet Admin*Bento Ltd Grand Cayman May 2021 – Present** Managing food deliveries for customers via the Bento App.
* Coordinating with restaurants and delivery representatives for pickup and delivery of customers’ orders.
* Assisting customers with queries regarding their orders.
* Managing the addition, removal and update of menus on the App.
* Scheduling delivery representatives to ensure operations flow smoothly on a daily basis.
* Onboarding of new delivery representatives, organizing training and monitoring monthly KPI’s.
* Training of new Dispatchers.

Front desk / Point of Sale Agent*SteppingStones Recruitment LTD. (Contracted to DHL, Grand Cayman)* *July 2020* - *Feb 2021** Assisting customers with queries regarding there shipments.
* Working directly with CBC agents to address clearance issues and resolving them.
* Registering customers within the Customs database in order to clear their shipments.
* Collecting payments for cleared packages.
* Creating end-of-day financial report for the accounts department.

Guest Services Agent/Member Services Liaison*Wyndham Reef Resort Grand Cayman* *Sep 2012* - *Feb 2020** Maintained personalized contact in a fast-paced environment with clients' needs and preferences as priority
* Contract processing for new and existing timeshare members.
* Handling all member queries via email and phone, providing recommendations/solutions.
* Analyzing reports and resolving discrepancies
* Filing and Organizing
* Managing members data base
* Creating end of month reports for the accounts team

Concierge Agent*Sandals Montego Bay Jamaica* *Oct 2009* - *Aug 2012** Provided the highest level of personalized service to enhance the overall guest experience while promoting and upholding the Sandals culture.
* Checking guests in and out of the resort.
* Managing guest folio, processing payments and closing guests accounts.
* Room assignments, paying priority to special requests.
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