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| **Daina** **Edwards**  customer service / Administrative professional | **Contact**    EMAIL:  dainakimone@gmail.com  PHONE:  (345) 322-8324  ADDRESS:  1628 Franksound Road Northside, Grand Cayman  Education    Hocking College  *Nelsonville, OH*  ***GPA: 3.9***  Associate in Applied Business  Graduated June 2008  Awards & Honors  Outstanding Graduate for Business Management and Entrepreneurship Technology  Spalding High    High School Diploma (Jun 2000)  Extracurricular Activities  Cheerleading/Dance/School Choir  Additional Skills    Customer Service  Microsoft Office  Filing  Organizing  Leadership  Training |  |  | **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.  Experience    Dispatcher/ 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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