

Kosha Gill

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Profile

Compassionate and dedicated professional with experience working with children with autism and developmental disabilities. Friendly and efficient customer service team member committed to maximizing customer satisfaction through exceptional service and support. Adept at implementing individualized behavior intervention plans and fostering a supportive environment for clients. Known for strong communication skills and a commitment to maximizing client satisfaction through exceptional service and support.

Education**University of Belize**

Pursuing a degree in Business Science (August 2024 - Present)

- Consistently motivated by academic challenges, maintaining good grades.

Nazarene High School

Graduated June 2013

Work Experience**AJT Diabetic**

Chart Note Chaser

October 7, 2024 - Present

- Sending and retrieving prescriptions to and from doctors.
- Requesting medical records.
- Working on Certificates of Medical Necessity.
- Assisting with special projects and any other duties as assigned by the manager.

Alta Resources

Customer Service Representative

February 2023 - Present

- Respond promptly to incoming inquiries and correspondence.

- Accurately process orders for stock, sublimation, and custom products via phone, fax, or email.
- Verify orders for accuracy and respond to customer inquiries, adhering to company policies.

Customer HD

Technical Support Representative

November 2021 - July 2022

- Collected information and troubleshoot electronic devices and apps, resolving customer inquiries through various channels.

JL's Quick Loan (Credit Master System)

Debt Collection Agent

May 2019 - October 2019

- Conducted soft and hard collections on behalf of registered clients.

Midas Technologies International

Sales Representative

July 2018 - January 2019

- Matched clients with educational institutions for furthering their education.

Cayetalkers LTD Belize

Sales Agent

January 2016 - October 2016

- Assisted customers with credit repair consultations for auto loans.

Clear Call Belize

Sales Agent

- Sold home security systems for ADT and set appointments for Clearview Business Solutions.

Inspiration Center of Belize

Volunteer

2014

- Assisted in providing care and support for children with autism and Down syndrome for six months.
- Collaborated with families and staff to enhance the overall experience for clients, including reading books to children during reading groups, playing games, making music, doing arts and crafts, and helping with homework.

Ready Call Center

Customer Service Representative

September 2013 - January 2014

- Provided technical support related to cellular services and phone programming.
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Skills

- Certified Behavior Technician (CBT) training in progress.
 - Proficient in Microsoft Word; basic knowledge of Microsoft Excel.
 - Strong problem-solving, communication, and interpersonal skills.
 - Experienced with Zendesk, Salesforce, and CRM systems.
 - Exceptional public speaking abilities and expertise in complaint handling.
 - Comprehensive call center experience, including order processing and lead generation.
 - Reliable with excellent public relations skills.
 - Adaptable to new technologies and business trends.
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Hobbies

- Traveling
 - Cooking
 - Dancing
 - Learning new things
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References**Matthew Flowers**

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Harrison Crawford

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