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| Lasana B LewisCustomer Service Consultant | 2088669107 lastbanana23@gmail.com@aloysius\_rockers |
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| OVERVIEW | Professionally driven and goal oriented with a passion for excellence. This overview displays the contents of this resume, embodied by a letter, and previous professional experience relating to the position. |
| **LETTER** Dear Sir/Madame, This letter is to acknowledge my interest in the Customer Service Representative position available. I am competent and know this opportunity will benefit all parties involved; fulfilling my goal of global outreach and service to others. The experience I have garnered along with my learnability, ethics and strive for excellence will greatly benefit the organization if I am considered. I am adaptable for various key roles in a professional environment. In the hopeful case that this application is selected, I can be reached via the contact enclosed within this application.  Thank you in advance for your consideration. Respectfully Yours, Lasana B. Lewis |
| EXPERIENCE | Scotts Realty | 07/2012 - 08/2013 | Intern Marketer |
| * Organize and distribute commercial advertisements via multimedia and direct contact to attract potential customers.
* Delegated best leads to realtor and advise on measures to increase marketability.
* Implemented the pilot analysis of new recruits.
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| Henderson Gully Farms | 09/2013 - 02/2016 | Administrative Assistant/Field Procurement Officer |
|  * Prepared invoices and input spreadsheet information as well as official letters.
* Assisted with the introduction of a customer management system based on supply and demand; maintained by interacting with customers and potential customers for satisfaction.
* Implemented a management system for cattle and aided the development of a fisheries program.
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| Advanced Call CentreTechnologies LLC | 03/2016 - 01/2017 | Customer Consultant |
| * Offshore BPO, assisted customers with billing inquiries and promoted products seamlessly while maintaining KPI and targeted metrics.
* Team Lead, collaborating with supervisor, manager and team members to ensure customer and client satisfaction while pioneering a new support model and CRM’s.
* Frequent contribution to repositories and data banks for team and global resources.

**Sutherland Global** 01/2017-06/2017 Customer Tech Support**Services*** Assisted Microsoft Client with technical support by using

 troubleshooting techniques.* Scheduling technician visits as required from data results.

**Ibex Global** 09/2017-03/2018 Support Agent* Billing Support and Sales.

**Connexus Global Response** 04.2023-082023 Customer Rep. * Initially a seasonal campaign to assist inquiries
* performance attained
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| EDUCATION | Garvey Maceo High |
| 2005-2011 | High School Diploma |
| * CSEC O Levels
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| Knox Community College |
| 2011-2013 | College Diploma |
| * CSEC A Levels (Business Law)
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| SKILLS | Consultant Soft SkillsEmpathyLearnabilitySystems |