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| Lasana B Lewis  Customer 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 Skills  Empathy  Learnability  Systems | | |