



Shemar Williams

Committed customer service professional dedicated to providing quality care for the ultimate customer satisfaction. Displays proven ability to establish and maintain excellent communication and relationships with clients. Custom built to identifying customer needs and delivering effective solutions to all problems and concerns.

CONTACT

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St. Catherine, Jamaica

SKILLS

- Adaptable
- Can work under pressure with minimal supervision
- Diligent
- Excellent communication both verbal and written
- Knowledgeable in CRM Tools
- Leadership capabilities
- Proficient in Microsoft 365
- Self-motivated
- Sociable

EDUCATION

Kingsway High School
2014 - 2020
CSEC

EXPERIENCE

Sutherland Global Services
November 2021 - May 2023

TRAINER

- Oversaw and trained new hires and tenured agents for the sales department on the campaign.

QUALITY ASSURANCE

- Reviewed and graded calls and chats produced by agents.
- Coached agents when performance improvements and performance commendations were required
- Drafted and submitted performance reports to the head of operations

SALES AND TECHNICAL SUPPORT AGENT/SUBJECT MATTER EXPERT

- Outperformed company metrics which resulted in me being the top performer for all sites.
- Increased company sales in internet packages and home systems
- Provided troubleshooting assistance with any technical issues customers were having
- Assisted new hires and tenured agents with increasing their sales

Alorica Jamaica

August 2020 - October 2021

BOOKINGS AND RESERVATIONS SPECIALIST/SUBJECT MATTER EXPERT

- Books hotel rooms, trips and excursions from customers
- Addressed any queries or concerns that were presented by customers
- Assisted new hires and tenured agents with increasing their bookings by clarifying policies and procedures

ACHIEVEMENTS

CARIBBEAN SECONDARY EXAMINATION CERTIFICATE

- English A II
- Electronic Document Preparation and Management III
- Human and Social Biology III
- Information Technology III
- Principles of Business II
- Social Studies III

CITY AND GUILDS

- Mathematics level 3