

# Shaquille Edwards



## Professional Summary

Sales-driven, goal-oriented professional dedicated to driving operational success and providing memorable statistical climates. Over 4 years of experience in the BPO industry, I am a positive, adaptable leader passionate about building lasting relationships and making improvements in the profitability of my employer.

During my professional life, I make every attempt to display employee loyalty. Within such aspects I have developed the skills of customer acquisition, customer satisfaction and customer retention.

A hard working and dedicated individual who strives to meet and exceed statistical and professional expectations.



## Employment history

### Team Manager, Advantage Communications INC. 27 Harbour Street, DownTown - Kingston

Jun. 2017 – Present

As a Team Manager of Advantage Communications INC, I am responsible for the following:

1. Hiring, training, coaching, and leading call center representatives as they provide support for customers.
2. Preparing reports and analyzing call center data to improve processes, ensure resources are properly allocated, and maximize efficiency and customer satisfaction.
3. Assisting other management team members in identifying trends and establishing call center goals.
4. Leading team meetings (20 individuals) , asking questions to better understand the calls representatives are receiving, educating and coach workers regarding processes and practices, and explain expectations to employees.

### Senior Advisor, Advantage Communications INC. Caldon Crescent, New Kingston

Feb. 2017 – Jun. 2017

As a Senior Advisor, my roles included the following:

1. Assist Management in Training and Developing Customer Service Representatives
2. Answer Customer Questions through Phone and Email
3. Maintain Product Expertise
4. Maintains call center database by entering information.
5. Enhances organization reputation by accepting ownership for accomplishing new and different requests, and exploring opportunities to add value to job accomplishments.
6. Resolves problems by clarifying issues, researching and exploring answers and alternative solutions, implementing solutions, and escalating unresolved problems.

### Real Time Analyst ( RTA), Advantage Communications INC. Caldon Crescent, New Kingston

Jan. 2016 – Jan. 2017

As a real Time Analyst (RTA) on the Eastlink program for Advantage Communications INC, I was responsible for the following:

1. Adjust intraday forecasts derived from understood business drivers to determine

## Personal info

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1876-367-8368

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### Address:

25th Avenue, Lot 922 West  
Cumberland, Portmore - St.  
Catherine, (JM)

## Skills

### Conflict Resolution



### Customer Service



### Time Management



### Organizational Skills



### Computer Literacy/Microsoft Office



### Analytical Skills



### Communication Skills



### Leadership



required staffing levels by projecting call volumes, call duration, and required staffing levels using current trends and historical data.

2. Administers volume contingency action plans as deemed necessary and appropriate.
3. Completes root-cause analysis to determine and quantify reasons for forecast variance and recommends changes to enhance forecast accuracy and effectiveness.
4. Runs and analyzes reports with the result of making recommendations for adjusting staffing levels to meet departmental productivity and profitability goals
5. Monitors site to ensure optimal staffing levels.

## **Technical Support Representative, Advantage Communications INC. 25 Dominica Drive, New Kingston**

Jul. 2015 – Jan. 2016

As a Technical Support Representative, I was responsible for the following:

1. Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet;
2. Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services;
3. Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business
4. Organize ideas and communicate oral messages appropriate to listeners and situations
5. Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP and more

## **Education**

### **Excelsior Community College, Mountain View, Kingston**

Associates Degree, Management Information Systems (MIS) (Incomplete)

### **Oberlin High School, St.Andrew**

High School Diploma, Sciences, Jul. 2013

## **CSEC Passes**

CSEC Passes are as follows:

- English Language: II
- Biology: II
- Physical Education: I
- Social Studies: III
- Spanish: III

## **References**

### **Donovon Smikle**

Team Manager | Advantage Communications INC

27 Harbour Street, Kingston

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### **Jimecka Beckford**

Trainer | Advantage Communications INC

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