

Cashaun Dean Crawford

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Recognized hard worker with a proven ability to deliver results in a timely manner. Driven and motivated to help organizations thrive. Skilled in prioritizing and completing tasks. Extensive experience with Microsoft Office and Excel.

Work Experience

Company Name : Transparent BPO

Job Title : Customer Service Representative

Duration : 2021 - 2021

Summary : 1. Manage large amounts of inbound and outbound calls in a timely manner 2. Follow communication “scripts” when handling different topics 3. Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives 3. Seize opportunities to upsell products when they arise 4. Build sustainable relationships and engage customers by taking the extra mile 5. Frequently attend educational seminars to improve knowledge and performance level 6. Sell products and place customer orders in the computer system 7. Provide product and service information to customers 8. Document all call information according to standard operating procedures 9. Recognize, document, and alert the management team of trends in customer calls 10. Identify and escalate issues to supervisors Meet personal/team qualitative and quantitative targets

Company Name : 1256 Automotive

Job Title : Office Assistant

Duration : 2018 - 2019

Summary : 1. Payroll 2. Maintain records and compiling of daily reports 3. Performed a variety of office duties from ordering bud parts to heavy data entry and processing of applications. 4. Assisted visitors with a pleasant and helpful attitude 5. Calculate bus mileage 6. Watch several camera recordings and document on what took place

Company Name : Clear Call

Job Title : Sales Agent

Duration : 2019 - 2019

Summary : 1. Handled 100+ outbound calls utilizing a focused script designed to sell Security systems and Medicare to customers. 2. Attain weekly and daily sales goals 3. Turn warm leads into sales by effectively communicating the benefits of the services 4. Responded to questions and overcome objectives

Company Name : Ready Call

Job Title : Customer Service Representative

Duration : 2019 - 2021

Summary : Handled 50+ inbound calls helping customers who is in need of residential or automotive services.

Education

Degree Name : Diploma
Duration : 2014-2018
Obtained Marks/CGPA : 3.5
Total Marks/CGPA : 3.5
Institute Name : Wesley College

Degree Name : Associate's in Business Administration
Duration : 2019-2022
Obtained Marks/CGPA : 3.0
Total Marks/CGPA : 4.0
Institute Name : St John's Junior College

Other

- **Skills :** 1. Experience with MS Office and Excel 2. Fast learner 3. Client focused 4. Hard working 5. Dedicative 6. Flexible 7. Strong Oral/ Written Communication 8. Time Management 9. Team leadership 10. Attention to details
- **Hobbies :** Hunting Traveling Web design