

# Nicole Burton

Customer Service Specialist

A goal-oriented individual who excels at all tasks, with a passion for quality customer service and providing a high-level service at all times, and is regarded for their attention to detail and ability to remain composed under pressure. A creative, assertive, gregarious, passionate young person who is self-motivated and open to any challenge.

✉ nburton511@gmail.com

📞 (758) 284-6192

📍 St. Lucia

## WORK EXPERIENCE

### Client Advocate (Sales)

HomeLight

10/2021 - 02/2023

Contact Center (US Real Estate)

Achievements/Tasks

- **RESPONSIBILITIES:**
- Warm and cold-calling 100+ leads every day, customer screening and qualification based on needs and price range, upselling; and corporate service education. I would transfer each lead to a real estate agent in order that the purchasing or selling process could proceed.
- **ACCOMPLISHMENTS:** Consistent quality and performance each month.

Contact: Nalia Charlery - (758) 461-6614

### Administrative Assistant - Part Time

Sparkle Services

11/2020 - 10/2021

Commercial and Industrial Cleaning Company

Vieux-Fort

Achievements/Tasks

- Performed a variety of administrative duties, including maintaining a calendar of activities for staff and management, scheduling meetings and appointments, liaising with staff and customers, taking minutes of meetings, managing the administrative email account, and filing documents.
- Prepared weekly and monthly reports on work assignments, created and compiled invoices and other business documents, prepared relevant correspondence, and communicated with clients.
- Assisted in social media campaigns and special promotions.
- Used a strategic approach to develop schedules based on the skills and performance of staff, which boosted productivity and efficiency.

Contact: Gregory Bakie Jr. - (758) 715-9060

### Concierge Supervisor ( Interim )

OJO Labs - Chiron Ai

08/2021 - 10/2021

Contact Center (US Real Estate)

Achievements/Tasks

- **RESPONSIBILITIES:**
- Led a team of 7-10 specialists and worked collaboratively with project managers, account managers, and department leads to steer performance and ensure all KPIs were met.
- Contributed feedback to improve internal processes as well as optimize procedures and identify operational issues. Measured performance, analyzed data, and assisted with reporting for department heads.

## SKILLS & ATTRIBUTES

Active Listening Skills

Problem Solving Skills

Excellent Communication Skills

Strong Interpersonal Skills

Customer Service Oriented

Meticulous

Highly Enthusiastic & Self Motivated

Time Management Skills

Detail Oriented

Team Player

Trustworthy

Empathetic

Data Entry

Exquisite Phone Etiquette

Performance Driven

## EDUCATION

### Certificate in Supervisory Management

University of The West Indies

06/2022 - 08/2022

## WORK EXPERIENCE

### Concierge Specialist

OJO Labs - Chiron Ai

10/2020 - 10/2021

Beanfield, Vieux-Fort

Contact Center (US Real Estate)

Achievements/Tasks

- **RESPONSIBILITIES:**
- Administering the qualification process for all agents' applications and program onboarding Retrieve agent data, update agent accounts, and report and resolve any discrepancies.
- Resolving client and agent issues and responding to queries via text message and email.
- Scheduling meetings or calls for clients and agents to speak after being introduced. Set up follow-up appointments and check in to ensure the interaction between the agent and the client went
- **ACCOMPLISHMENTS:** Consecutively ranked in the top 3 agents to complete the most tasks for the month (April 2021-October 2021)
- Promoted to team lead and later, interim/acting supervisor

### Customer Engagement Representative

OJO Labs - Chiron Ai

02/2019 - 10/2020

Beanfield, Vieux Fort

Contact Center (US Real Estate)

Achievements/Tasks

- **RESPONSIBILITIES:**
- Warm and cold-calling 100+ leads every day, customer screening and qualification based on needs and price range, upselling; and corporate service education.
- **ACCOMPLISHMENTS: Company:** 2nd Most Referrals for the months of June and December 2019. Top CER in Quality with a 95% pass rate-November 2019
- **Team:** 88% pass rate in Quality-April 2019, 100% pass rate in Quality-May 2019.

### Manager

Crumbz Cafe

07/2016 - 01/2019

Vieux Fort

Achievements/Tasks

- **RESPONSIBILITIES:**
- Managed the day-to-day running of the business, overseeing a team of 3 staff members.
- Conducted thorough staff training in sales, quality customer service, and safe food preparation.
- Created and compiled invoices and other business documents, prepared relevant correspondence, and communicated with suppliers.
- Maintained an accurate record keeping system for all inventory, expenses, and revenue to allow thorough reporting on a monthly/quarterly basis.
- Conducted all marketing via social media campaigns, daily posts, promotions, giveaways, and participation in local activities, e.g. CIBC Breast Cancer Awareness Walk for the Cure.
- Resolving customer complaints on products and service.

## EDUCATION

### Associate Degree in Hospitality Studies

Sir Arthur Lewis Community College

09/2014 - 06/2016

Courses

- Quality Customer Care
- Computer Applications
- Principles of Management
- Math of Finance
- Intro to Financial Accounting
- Communication Studies 1 & 2

## CERTIFICATES

Preparing to Manage Human Resources (01/2021 - 01/2021)

Part 1 of a 5 course specialization on Human Resource Management: HR for People Managers.

American Hotel & Lodging Institute Guest Service Gold (07/2022)

## VOLUNTEER EXPERIENCE

Club Service Director  
Rotaract Club of St. Lucia South

07/2016 - 06/2017

Tasks/Achievements

- Responsible for recruiting new members and establishing a friendly environment for club members, engagements in activities and socialization

## LANGUAGES

English

Native or Bilingual Proficiency

Spanish

Limited Working Proficiency



## WORK EXPERIENCE

### **Kids Club Attendant (Internship)**

Coconut Bay Beach Resort and Spa

12/2015 - 02/2016

*Vieux-Fort, Saint Lucia*

#### *Achievements/Tasks*

- Implement all activities, events, and entertainment as scheduled.
- Receiving incoming guests, registering them, and checking them in and out daily.
- Ensure hygiene standards at Kids Club are maintained at all times by cleaning and sanitizing toys, play areas, and sleeping areas.
- Ensure children are taken care of with full attention in a secure environment.
- Be available as a nanny if needed.

### **Data Entry Clerk**

St. Jude Hospital

07/2015 - 08/2015

*Vieux Fort, Saint Lucia*

*Health Information Department*

#### *Achievements/Tasks*

- Enter patient information from physical records into the new computerized data system.
- Accurate record keeping of physical files when entered in computer systems to be sent to storage afterward.

*Contact: Brunetta Willius - (758) 486 0011*