

REDESH HARRISON

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Professional Summary

Dedicated and experienced professional with a strong background in customer service and virtual assistance, transitioning to remote work in 2019. With a career spanning multiple roles in the BPO industry since 2016, I possess expertise in sales, cold calling, email marketing, live chat support, and patient qualification screening. Currently working as a part-time Customer Service Representative, I am seeking a full-time position that aligns with my financial and career goals. Known for my adaptability, strong communication skills, and commitment to delivering exceptional service, I thrive in fast-paced environments and am eager to contribute my skills to a dynamic team.

Work Experience

Freelancing

Dec 2019-Present

CRM Proficiency

HubSpot: Utilized for managing client relationships and marketing initiatives.

Zoho CRM: Experienced in tracking sales and managing client interactions.

Salesforce: Familiar with this comprehensive CRM solution for larger projects.

Trello: Leveraged for project management and client organization.

Monday.com: Used for project tracking and maintaining client communication

Zendesk: Proficient in utilizing this platform for customer support and ticket management, enhancing client satisfaction.

Mod Contractor- Customer Service Representative

FEB 2022- April 2024

ModSquad - Remote

Used CRM Software such as Zendesk and Salesforce.

Create at least 15 tickets per hour and handle over 65 calls, chats and emails per day.

Act with the highest levels of integrity and professionalism in each Customer interaction.

Researched issues across multiple databases to fully understand and address concern

Patient Qualification Screener

Oct 2021-April 2022

Studykik Ir CA

current health information from patients.

Eligibility Determination: Evaluated patient eligibility for clinical trials and treatments based on medical background and specific criteria.

Data Collection: Accurately collected and documented relevant patient information in compliance with regulatory standards.

Patient Education: Provided comprehensive information about the screening process, clinical trials, and treatment options to patients.

Coordination: Collaborated with healthcare providers, researchers, and clinical teams to ensure effective communication and a smooth patient experience.

Confidentiality Assurance: Maintained patient confidentiality and adhered to HIPAA regulations to protect sensitive information.

Follow-up Communication: Conducted follow-up calls to ensure patients understood their options and addressed any questions.

Reporting: Compiled and submitted necessary reports on patient eligibility and screening outcomes.

Customer Care Representative
Ibex Global - Kingston , Kingston

SEP 2018- DEC 2019

Used CRM software and knowledge bases such as Zendesk and Salesforce.

Handling over 80+ calls per day (inbound and outbound), and creating tickets for each interaction.

Upsold and cross-sold add-on purchases to increase sales.

Engaged with customers to understand needs, resolve issues, and answer product questions.

Met and exceeded daily service quality and performance goals

Customer Service Representative

Oct 2016- Jun 2017

Conduent -Portmore

Used CRM software and knowledge bases such as Zendesk and Amazon Connect. Make at least 15 outbound calls each day, handling up to 10 chats and 3 emails using Zendesk.

Documented detailed notes in the CRM system to track customer interactions. De-escalated customer complaints using specialized communication techniques. Handled escalated callers to reach positive outcomes. Resolved product and service issues promptly.

EDUCATION

Tacius Golding High School
CSEC/CITY & GUILD

SKILLS

• Administrative Activity • Answering Questions • Appointment Scheduling • Computer Literacy • Customer Satisfaction • Customer Service • Document Management • Energetic • File System • Issue Management • Key Performance Indicator • Management Review • Microsoft Excel • Microsoft Office • Multitasking • Operational Efficiency • Positive Thinking • Product Sales • Sales Targets • Solution Evaluation • Track Record