

Giovanni Porter

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CAREER OBJECTIVE

To obtain a position that utilizes and magnifies my Communication, Marketing and Customer Services skills to achieve the overall mission of the organization whilst creating new opportunities for personal growth and self-development.

CORE COMPETENCIES

- ♦ Marketing
- ♦ Presenting
- ♦ Research
- ♦ Data Analysis
- ♦ Microsoft Word, Excel, PowerPoint
- ♦ Prospecting
- ♦ Customer Service
- ♦ One Drive
- ♦ Sales

PROFESSIONAL EXPERIENCES

Upwork, Online Agency

Freelancer, March 2016- Present

- ♦ Offers consulting services to clientele.
- ♦ Supports staff of clientele by offering training and development.
- ♦ Offers technical services and customer service expertise.
- ♦ Spearheads sales and marketing ventures.

Chancellor Agency, Montego Bay

Financial Advisor, August 2014- August 2016

- ♦ Analyzed and prepared monthly reports and presentations.
- ♦ Marketed and sold Life insurance on behalf of Guardian Life.
- ♦ Advised on policies and investment opportunities. This was based on thorough analysis of the prospects, their budgets and their needs.
- ♦ Conducted presentations to inform the public about Life insurance and its value.
- ♦ Increased client base by identifying prospective customers, probed them accordingly and led them to a buying decision.

West Indies Call Centre, Montego Bay

Customer Service Representative, January 2013 – April 2015

- ♦ Resolved customer complaints and queries via chat.
- ♦ Diffused angry customers and contained escalating situations to ensure customer satisfaction.

Global Gateway Solutions, Montego Bay, St. James

Customer Service, April 2012 – November 2012

- ♦ Resolved customer complaints and queries regarding phone services offered.
- ♦ Conducted cold calls to identify potential customers.
- ♦ Offered tailored packages based on the prospects' needs and financial situation.
- ♦ Diffused angry customers and contained escalating situations to ensure customer satisfaction.

EDUCATION

Montego Bay Community College, Montego Bay, St. James

Associate Degree, November 2012

- ♦ 7 CAPE units inclusive of Carib Studies.

Cornwall College, Montego Bay, St. James

Caribbean Examinations and School Leaving Diploma, July 2009

- ♦ 6 CXC units inclusive of English and Mathematics.

ADDITIONAL SKILLS/AWARDS

- ♦ St. James Prep School; Certificate of Merit
- ♦ Cornwall College; Silver Seal Award (Spanish)
- ♦ The Computer Centre; Certificate of Completion
- ♦ Voluntary Service-Survival Youth Club-2010-2012
- ♦ Montego Bay Community College; Certificate of Participation

REFERENCES

Dr. Noel Williams

Principal

The Learners Centre

Barracks Road

Mobay #1

St. James

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Ms. Claudette Cunningham

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