



# RANALDO BLAKE

CUSTOMER SERVICE AGENT

## Profile

Profile: I am a very optimistic and highly intriguing person who wants to become an architect in the near future. I am very passionate in pursuing a career in this field and look forward to working in an organization that will help me gain the appropriate knowledge, skills and experience that will help me to equip me for the future world of work.

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Hopewell P.O. Hanover Jamaica

## EXPERIENCE

**December 2021-2022 -Present**  
**ROASIDE ASSISTANCE AGENT**

Ryder Customer Response Center (RCRC)

- Documented all call information according to standard operating policies and procedures.
- Locating customers and dispatching certified technician to breakdown point
- Providing substitute units to customer if unable to resolve breakdown issue.

**February 2023 - August 2023 Present**  
**CUSTOMER SERVICE AGENT**

Optimum

- Handled customer inquiries, payments and service requests.
- Informed customers of promotions and special offers to increase sales.
- Processed customer exchanges, refunds and bill adjustments to correct product or service problems.
- Resolved customers' service or billing complaints by exchanging merchandise, refunding money or adjusting bills.

## EDUCATION

**SECONDARY SCHOOL**  
Rusea's High School

**2014-2019**

**TERITIARY SCHOOL**  
Herbert Morrison Technical High

**2020-2021**

## SKILLS

- Web Design
- Dart application literacy
- Salesforce literacy
- Problem-Solving
- Computer Literacy
- Project Management Tools
- Strong Communication
- Fluent in English