

Jared Samuels

West Palm Beach, FL 33407

thefrasskull@gmail.com

5615709917

Seeking an opportunity in Customer Service

- Over 5 years experience in varied customer service settings
- Skilled at providing exceptional customer service for clients and guests
- Demonstrated ability to effectively listen to customers, building client rapport
- Assisted clients with telecommunications and computer selection support
- Proficient in various computer programs such as Microsoft Office and other proprietary databases
- Able to develop analytic charts and tools following research and data gathering
- Interacted with clients via telephone, internet and in person
- Followed up with clients to ensure that all questions were resolved
- Ensured clients were taken care of effectively during busy and seasonal periods
- Provided information on products to optimize sales

Work Experience

Telecommunications Customer Service

Digicel - Montego Bay, MD

- Provided customer support and advice for multiple telecommunications products
- Ensured that clients received proper information on services and confirmed appropriate connectivity
- Advised clients of additional products to best suit their needs while meeting company goals

Chef

Self-Employed - Palm Beach County, FL

- Managed self-owned catering business for nearly three years
- Responsible for preparing made-to-order American and Caribbean cuisine
- Managed all aspects of the business including ordering, inventory, preparation and delivery

HVAC Technician/Construction

Jay Cool Air Conditioning - Riviera Beach, FL

- Skilled in the installation of various HVAC components and hardware
- Able to insulate piping and ductwork, as well as hanging mechanical ductwork and appurtenances
- Trained to accurately read and translate Architectural and Mechanical Blueprints

Community Manger in Web3 Services

TMB Real Estate Services - Los Angeles, CA

Member of team advisory board. Head moderator. Customer service. Market and Data Analysis. Marketing team member.

Education

Diploma in Business Marketing

Cornwall College - Montego Bay

Skills

- Over 5 years experience in varied customer service settings
- Skilled at providing exceptional customer service for clients and guests
- Demonstrated ability to effectively listen to customers, building client rapport
- Assisted clients with telecommunications and computer selection support
- Proficient in various computer programs such as Microsoft Office and other proprietary databases
- Able to develop analytic charts and tools following research and data gathering
- Interacted with clients via telephone, internet and in person
- Followed up with clients to ensure that all questions were resolved
- Ensured clients were taken care of effectively during busy and seasonal periods
- Provided information on products to optimize sales
- Blueprint Reading
- Market Research
- Business Development
- Analytics
- Data Analysis
- Market Analysis
- Presentation Skills

Languages

- English - Fluent