



KEIRA SALANDY

CONTACT INFORMATION

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Brown Lane, Belmont
Port-of-Spain
Trinidad, W.I.

PERSONAL PROFILE

Experienced and accomplished sales, marketing and customer service professional seeking new opportunities for career advancement.

AREAS OF EXPERTISE

- Sales
- Telecommunications Applications
- Photoshop Graphic Proficiency
- Administrative Services

OTHER SKILLS

- Proficiency in all relevant computer software.
- Effective communication and conversational skills – verbal and written.
- Ability to persuade, influence and negotiate effectively at all levels.
- Excellent organizational, time management and problem-solving skills.
- Exceptional customer service skills.
- Ability to build strong working relationships (internal/external).

WORK EXPERIENCE

Telesales Executive, March 2018 – March 2021 **Digicel Group**

- Analyzed customer needs and recommended possible solutions.
- Identified opportunities, produced leads and closed sales over the phone.
- Developed creative pitches and propositions aimed at specific industry sectors.
- Formed and maintained good long-term customer relationships.

Administrative Analyst, December 2016 – January 2018 **The High Commission of Canada Visa Application Centre**

- Provided administrative support to the Visa Office.
- Assessed various visa applications in accordance with Canadian immigration law and policy.

Sales Support/Customer Retention Agent, October 2014 – December 2016 **Digicel Group**

- Responded to customer queries and address service complaints in a timely manner.
- Made sales calls to existing and new customers for business growth.

Dispatch Manager (promoted from Sales Representative/ Warehouse Clerk) July 2012 – September 2014 **Jetmail Services Limited**

- Coordinated and monitored the receipt, order, assembly and dispatch of goods.
- Maintained standards of health and safety, hygiene and security.

WORK EXPERIENCE

Cashier and Customer Service Representative, July 2011 – December 2011
My Pharmacist Limited

- Processed all monetary sales.
- Provided customer service.

OJT Assistant Secretary, January 2008 – February 2009
Santa Flora Government Primary School

- Maintained databases and filing systems, whether electronic or paper.
- Managed incoming and outgoing calls.

Accessories Sales Representative, January 2007 – December 2007
Signature Mobile and Suzuki Lifestyle Motors

- Resolved customer complaints and queries by assisting with the selection of the right accessories according to their needs.

EDUCATION HISTORY

The University of the Southern Caribbean – Behavioural Science (2 years completed)

Southern Academy of Seventh Day Adventist – 6 O'levels

CERTIFICATIONS

LinkedIn Certifications :

- Digital Marketing Foundations
- Google Universal Analytics
- SEO Foundations
- Google Ads Essential
- Content Marketing Foundations

School of Higher Education Limited (SHEL) Certification – Facilities Management

Training Course – Self Leadership