Amanda Williams

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Skills

Client Relationship Building ● ● ● ● ●
Proven track record in fostering strong, lasting relationships with clients through attentive communication, understanding their needs, and delivering tailored solutions to maintain an average of 95% satisfaction and retention rates.

Productivity/Software ● ● ● ● ●
Proficiently manage customer interactions via diverse CRM and ticketing systems (Zendesk, Freshdesk, HubSpot, Help Scout, Intercom) for efficient support and issue resolution. Employ Airtable and Asana to organize workflows, ensuring timely project completion.

Data Analysis ● ● ● ● ●
Analyzing data to derive actionable insights, leveraging data-driven approaches to inform strategic decision-making (e.g. using data to introduce an automated returns system that improved efficiency by 30% at Nathan James).

Leadership & Training ● ● ● ● ○
Assisting with training sessions to enhance skill sets for over 5 recruits and fostering a collaborative environment to achieve organizational goals.

Team Collaboration ● ● ● ● ●
Working with cross-functional teams, fostering a positive and inclusive work environment, and leveraging collective strengths to achieve shared goals.

Social Media Management ● ● ● ● ●
Managing business accounts on platforms like Meta Business, and implementing strategies to enhance brand visibility and engagement.

Effective Communication ● ● ● ● ●
Articulating ideas both in written and verbal forms, adept in crafting professional emails, and utilizing platforms like Slack, Zoom, and Google Suite to ensure seamless and efficient communication within teams and with clients.

e-Commerce Management ● ● ● ● ●
Managing e-commerce stores like NathanJames.com and my personal Shopify store (resumegeniejamaica.com), overseeing operations, optimizing listings, and enhancing the overall customer buying experience.

Emotional Intelligence ● ● ● ● ●
Understanding and managing emotions in professional settings, facilitating effective communication, conflict resolution, and fostering positive relationships.

Career Coaching ● ● ● ● ●
Successfully providing personalized guidance on resume building, interview preparation, networking, and job search strategies for 50+ clients.

Content Creation/Graphic Design ● ● ● ● ○
Creating engaging content and basic graphic design using various tools like Canva, contributing to marketing efforts and brand development.

Technical Skills ● ● ● ● ○
Basic proficiency in HTML5, CSS & Shopify Liquid coding, enabling customization and optimization within web platforms.

Professional Experience

Career Coach (Freelance), *Resume Genie Jamaica* ⧉   Mar 2022 — Present
Kingston, Jamaica
- Provide personalized coaching sessions to clients, offering guidance on career development, resume writing, interview preparation, and job search strategies.
- Oversee the operations of Resume Genie Jamaica's Shopify e-commerce platform, handling product listings, and customer inquiries, and ensuring a seamless shopping experience.
- Develop and curate valuable content such as blog posts, e-books, or webinars on topics related to career advancement, e-commerce business tips, and resume building to attract and engage potential clients.
- Implement marketing strategies to promote Resume Genie Jamaica's services, utilizing social media, email campaigns, and partnerships to reach a wider audience and drive sales.

- Foster strong relationships with clients by offering ongoing support, and follow-ups, and maintaining a network within the industry to provide valuable opportunities and connections for career growth.

Customer Happiness Agent (Remote), *Nathan James* ⬀ May 2022 — Dec 2023
Québec, Canada

- Managed over 300+ customer interactions weekly across multiple channels (phone, email, live chat, and social media), maintaining a 98% satisfaction rate consistently.
- Streamlined Shopify order processing, reducing processing time by 20% and enhancing order accuracy by 15%, resulting in more efficient operations.
- Introduced an automated returns system that aligned seamlessly with order management processes, leading to a 30% increase in successful returns, and improving customer experience.
- Addressed daily product inquiries with comprehensive knowledge, enhancing customer confidence in the product range and brand.
- Proactively managed critical reviews on nathanjames.com, converting 95% of negative feedback into positive experiences, bolstering brand reputation and customer trust.
- Assisted the Team Lead in training, onboarding, and shadowing 5 new recruits, ensuring their swift integration and productivity within three months of hire.

Branch Account Associate, *National Commercial Bank Jamaica Ltd.* ⬀ Feb 2018 — May 2022
Kingston, Jamaica

- Led onboarding efforts for 200+ customers, facilitating successful account openings and delivering customized digital platform training.
- Managed resolution of 500+ customer inquiries weekly through multiple channels and in-person interactions, achieving a 95% resolution rate, fostering loyalty, and boosting overall customer satisfaction.
- Provided tailored financial guidance, enhancing long-term client retention by 20%.
- Fostered collaborative relationships across divisions, elevating the customer service experience and consistently surpassing team goals.
- Demonstrated active listening skills to identify customer needs, driving monthly cross-sales of financial products exceeding USD 100,000.
- Ensured strict compliance with AML, FATCA, KYC regulations, and data security protocols, maintaining a 100% audit compliance rate while upholding local and international standards.

Education

B.Sc. Economics (Honors), *University of the West Indies, Mona* Sep 2014 — Feb 2018
Kingston, Jamaica

Certificates

Google Project Management Professional Certificate
Expected Completion Date: March 2024

High Performance Collaboration: Leadership, Teamwork, and Negotiation
Northwestern University - Coursera Certificate (Dec 2023)

Post-Graduate Diploma in Financial Services Management
Jamaica Stock Exchange e-Campus (Aug 2019 – Aug 2021)

Languages

English ● ● ● ● ●
Native/Fluent

Spanish ● ● ● ● ○
Conversational