**TRICIA JOSEPH**

868-272-1218 | triciajoseph@gmail.com | Siparia

https://www.linkedin.com/in/tricia-joseph-58a8a81bb/

**PROFESSIONAL SUMMARY**

I am a goal oriented, self motivated individual who is passionate about sales and dedicated to quality customer service. I am known for meeting and exceeding sales targets, dedicated manager and known for improving the bottom line and turning around under performing agents.

**EXPERIENCE**

**Customer Support Officer II August 2022 - (Current)**

**Community Care Credit Union, Fyzabad**

Branch Supervisor and Loans Officer. Oversee the day to day activities of the credit union branch; including but not limited to the loan and new membership services, the teller/cash services. In addition to growing the company’s membership and loan portfolios as well as staff and property management. Average annual sales targets achieved $4,050,000.00

**Sales Agent September 2019 - August 2022**

**Sagicor General, San Fernando**

Provides superior customer service to all clients through assisting with their queries to the best of my ability. Contributes to the organization's revenue goals by improving their direct business portfolio through sales in motor and property insurance.

**Sales Agent January 2014 - December 2016**

**Pan American Life Insurance Group, Port of Spain**

On the road sales and promotion of company’s products and services as well as assisting with training new agents who came into the agency. Average annual sales targets achieved- $350,000.00 API

**Call Center Supervisor August 2006 - July 2012**

**Digicel Trinidad and Tobago, Port of Spain**

Started initially as an agent to assist customers with their handset and billing information and promoted to Team Leader in 2008 to lead and motivate a team of 12-15 agents. Also to ensure that the Call Center met their KPI’s monthly.

**SKILLS**

Microsoft Office | Project Management | Leadership and Teams Management | Events Management|

**EDUCATION**

**Bachelor of Arts, Business Administration February 2023**

University of Hertfordshire

**Level 5 Diploma, Business Administration with HR Management November 2021**

ABE UK

**CXC June 2003**

Holy Faith Convent Penal

ONE’S: Mathematics & English I

TWO’S: Principle of Business; Office Procedures; Typing; Information Technology; French; Integrated Science; Food & Nutrition

THREE’S: Geography & Caribbean History

**REFERENCES**

**CYNTHIA SYDNEY**

1-868-789-7318

SAGICOR GENERAL

UNDERWRITER 1111- BROKER SERVICES

**CURTIS ROACH**

1-868-728-6322

PAN AMERICAN LIFE INSURANCE GROUP

UNIT MANAGER