



PEREECE V. WOODS

24 SUGAR HILL, NEW PROVIDENCE, BS.

 364.2411  465.1575  WOODS445@GMAIL.COM

CUSTOMER SERVICE EXPERT | IT PROFESSIONAL | ADMINISTRATIVE PROFESSIONAL

COVER LETTER

Human Resource Manager

New Providence, Bahamas

Dear Sir/Madam:

I have recently decided to begin a new career search I have reviewed your organization hoping that it would be the best fit for me. I am pleased to see that you are recruiting new talent and I would like an opportunity to be a part of your team.

My background demonstrates exceptional soft and technical skills from years of experience in administration.

Here are some of my accomplishments:

- I have managed an entire organization and have been the key decision maker while having a minimum of ten resources report directly to me daily.
- I have consulted on major project planning and development that resulted in major changes for my past organization.
- I have implemented state of the art software that was able to make my team more productive and efficient.

I enjoy the challenge of creating, building and growing an organization. New opportunities and increasing an individual's potential are of paramount importance to every team for growth and success.

I would be most grateful to meet with you and discuss how a team player like myself can offer exponential growth to your team and continue to build morale and culture.

Respectfully,

Periece V Woods



PEREECE V. WOODS

24 SUGAR HILL, NEW PROVIDENCE, BS.

 364.2411  465.1575  WOODS445@GMAIL.COM

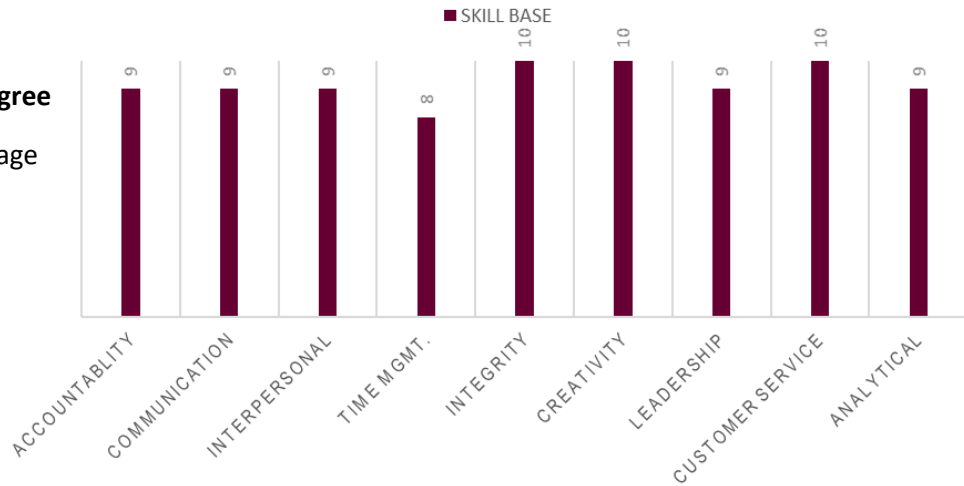
CUSTOMER SERVICE EXPERT | IT PROFESSIONAL | ADMINISTRATIVE PROFESSIONAL

CURRICULUM VITAE

EDUCATION

- 2010** **Bachelor of Business Administration Degree**
Banking and Finance with Foreign Language
The University of The Bahamas
- 2005** **High School Diploma**
N G M Major High School, Long Island,

SOFT SKILLS ASSESSMENT



EXPERIENCES

Coordinating technical team and daily operations control to secure efficiency and compliance to company and industry standards. Lead manager of service desk functions and response team and disaster recovery efforts. Advised and assisted with entry level technical support requests. Inventory control, procurement and logistics. Responsible for business relationship management, facilities management and accessibility records. Managing agendas and personal assistant for upper management. Continuous monitoring of connections with internal and external entities for advanced client relations. Financial forecasting, accounting and bookkeeping. Technical project management. Facilities management for multi-level departments. Social media management and marketing advisor.

Supervising administrative staff to ensure optimal team work and performance. Coordinating office events and team coaching, training and leading. Faculty management and scheduling. Corporate management and customer care management. Financial forecasting, collections and administration and inventory management. Human resource and education management. Social media management and marketing content advisor. Administration of customer relationship management software data entry, management and updating.

Performed administrative and office support activities for multiple supervisors. Duties included documentation preparation, customer service training of team. Processing financial data with customer adjustments for reports and presentations. Education curriculum scheduling and creation. Social media management and public relations responsible for all external communications.

Responsible for the core functions of customer communication and etiquette. First touch client specialist. Data collection, analysis and recommendations for potential products or services to management, Primary focus was customer needs and meeting those needs. Preparation of client course materials and follow ups. Technical entry level support for social media management and human resource onboarding documentation. Responsible for maintaining client accounts management and customer relationship management software.

IT Operations Coordinator

Redstone Technology Solutions
2017.05 to 2019.04

(Formally Synergy Bahamas, Managed IT Service Provider)

Office Administrator

Synergy Bahamas, Career Training
2013.03 to 2017.05

Administrative Assistant

Synergy Bahamas, Career Training
2012.08 to 2013.01

Customer Service Representative

Synergy Bahamas, Career Training
2012.04 to 2012.07



PEREECE V. WOODS

24 SUGAR HILL, NEW PROVIDENCE, BS.

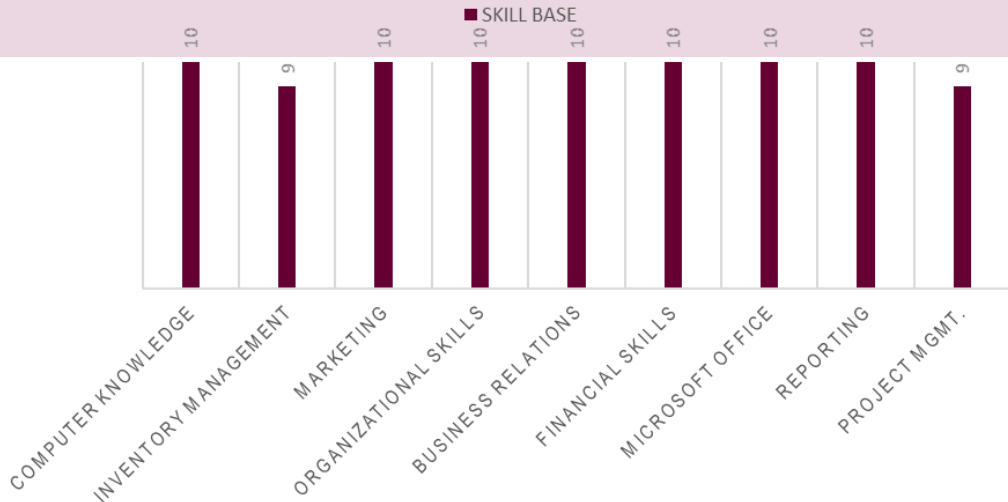
 364.2411  465.1575  WOODS445@GMAIL.COM

CUSTOMER SERVICE EXPERT | IT PROFESSIONAL | ADMINISTRATIVE PROFESSIONAL

TECHNICAL SKILLS ASSESSMENT

TRAINING

- BUSINESS MANAGEMENT
- MARKETING
- CUSTOMER SERVICE
- BUSINESS COMMUNICATIONS
- MARKETING
- LEADERSHIP
- ACCOUNTING | FINANCE
- FACILITIES MANAGEMENT
- EDUCATION MANAGEMENT
- SERVICE DESK MANAGEMENT
- IT SERVICE MANAGEMENT
- QUICKBOOKS
- HUMAN RESOURCES
- MICROSOFT OFFICE SUITE
- BUSINESS ETIQUETTE
- PUBLIC SPEAKING
- PSYCHOLOGY
- GRAPHIC DESIGN
- WEB DEVELOPMENT



PROFESSIONAL REFERENCES

Dr. Edrica Richardson

425.0718

CEO, Richardson Psychotherapeutic & Consulting, LLC

Mrs. Cleo Burnside

455.8623

Retired Front Office Supervisor, Synergy Bahamas

Mrs. Alicia Tai

395.6581

Associate Director of Sales, Synergy Bahamas

Mr. Garret Ritchie

535.7735

Director of Technology, Redstone Technology Solutions

Mr. Kirkland Pratt

423.1322

Director of Learning and Development, Atlantis

CERTIFICATIONS



Certified Business Professional