

Shelove D. Papouloute

Jacksonville, FL

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Customer service professional experienced with years of customer service, student development, and process improvement experience. A proven track record of using quality assurance and effective communication skills to improve customer experience, customer engagement, and company profitability. Team player with quality work ethic and highly self-motivated. Strong interpersonal and customer skills with the ability to work independently.

Experience

2021 – 2021

Daycare Worker / T'S Center Learning, Jacksonville, FL

- Maintained positive staff-child interactions and provided supervision to protect children's well-being while encouraging children to develop self-sufficiency skills.
- Implemented lesson plans, programs, schedules, and instructional aids materials.
- Completed all academy classroom paperwork including but not limited to daily notes, student accident reports, and attendance reports.
- Counseled children and families when social, academic, or behavioral problems arose.
- Ensured cleanliness and safe environment of classroom in accordance with cleaning and sanitizing guidelines.

2019 – 2020

Internship Training (F&B) / Omni Jacksonville Hotel Resorts, Jacksonville, FL

- Assisted with controlling the flow of the guest check-in / check-out by ensuring guests were attended to in an accurate and effective manner.
- Served guests according to the hotel's standards in a friendly, courteous, and professional manner to de-escalate guest problems, complaints, and accidents.
- Circulated the lobby floor, continually checking with the guests and the rest of the staff to ensure that everything is to the guests' satisfaction.
- Ensured the restaurant and lobby facilities were kept clean, well-stocked and organized.
- Assisted in performing food and beverage inventory.

2019 – 2019

Internship Training (F&B) / Omni Mount Washington Hotel, Bretton Woods, NH

- Ensured guests were promptly attended to in an efficient and personalized manner.
- Acted as a liaison between multiple departments and the kitchen staff to ensure timely and appropriate communications.
- Ensured work was completed, including all cleaning of equipment and storage areas.

Resume Continued....

- Assisted with daily activities to include serving tables, bussing tables, seating guests, room service and general clerical/cashier duties.

2019 – 2019

French Teacher / Colegio Educare, Moca Santiago, Dominican Republic

- Assessing the capabilities of the students and developing appropriate lesson plans and curricula.
- Responsible for providing instruction to students, which helped them attain competency in the French language per their grade level
- Conducting research to develop appropriate learning materials, language games, and other teaching aids.
- Developed and graded informal and formal written and oral assessments.
- Organizing conversational classes and fun events where students can engage with French culture.

2018 – 2018

Call Center Customer Rep. / Veltrex Del Cibao, Santiago, Dominican Republic

- Resolved technical problems and general account inquiries per customer transaction to create a positive customer experience.
- Demonstrated listening and analytical skills, with the ability to obtain key information and resolve complex service problems with first call resolution.
- Resolved customer complaints/concerns through active listening, empathy, professionalism, and problem solving.
- Improved customer satisfaction and maximized sales and retention opportunities using knowledge of competitive environment, products, and services.
- Interacted with customers through various means of communication (both verbal and written) to assist with a variety of customer inquiries and issues.

Skills

Trilingual (Spanish, French & Creole) • Customer Services • Time Management • People Focused Communication Skills • Process Improvement • Attention to Detail • Ability to Work Independently

Education / Certifications

Universidad Dominicana O&M, Santiago, Dominican Republic

Bachelor of Hospitality Management

REFERENCES AVAILABLE UPON REQUEST