Doverine McKenzie
Senior Customer Service and Sales Supervisor

SUMMARY

- Over 6 years of experience in customer service and team leadership roles, demonstrating strong problem-solving and multitasking abilities.
- Proficient in CRM systems and data management, ensuring accurate and efficient handling of customer accounts and information.
- Skilled in training and supervising teams, with a focus on performance optimization and adherence to company standards.
- Experienced in managing complex workflows and improving service delivery processes in fast-paced environments.
- Background in mathematics and wellness studies, providing a foundation for analytical thinking and attention to detail.

TECHNICAL SKILLS

Main Technical Skills	Data Entry, System Administrator, Communication Skills, Customer Service, Team Leadership
Salesforce Ecosystem	Salesforce Admin
UI Frameworks, Libraries, and Browsers	Foundation
Soft Skills	Attention to Detail, Team Management
Project Management & Administration	Communication Skills
Platforms	CRM, Genesys Platform
Third Party Tools / IDEs / SDK / Services	Microsoft Word (5 yr.)
Deployment, CI/CD & Administration	System Administrator
Other Technical Skills	Data Management, Floor, Mathematics, Multitasking, One Agent, Performance Monitoring, Performance Optimization, Problem-solving, Renewable Energy, sales, Solar, Tools

WORK EXPERIENCE

Customer Representative - Sutherland Global (Customer Service and Support)

Duration: February 2025 - September 2025
Summary:

- Provided customer service and support for a solar company, assisting customers with inquiries, resolving issues, and managing accounts using internal CRM systems
- The project aimed to enhance customer satisfaction and improve service delivery processes in the renewable energy sector

Responsibilities:

- Assisted customers with inquiries and resolved issues efficiently.
- Managed customer accounts using internal CRM systems effectively.
- Collaborated with team members to improve service delivery processes.
- Provided product information and recommendations based on customer needs.
- Performed data entry tasks as needed.

Technologies: Internal CRM systems, data entry tools

Sales Supervisor / Trainer - Alorica (Sales Training and Team Management)

Duration: March 2019 - September 2024
Summary:

- Led training and supervision of new sales staff to develop their performance and meet client expectations on the production floor
- The project focused on improving sales techniques, customer engagement, and team performance in a call center environment

Responsibilities:

- Oversaw a large group of trainees, ensuring they received vital information for performance development.
- Performed data entry and administrative duties to keep management updated on performance and throughput.
- Maintained a positive and professional environment.
- Trained new staff on sales techniques and customer engagement strategies.
- Intervened in difficult customer situations to resolve issues quickly and efficiently.
- Monitored team metrics to ensure compliance with company standards and policies.
- Conducted regular performance reviews to provide feedback and support growth.

Technologies: Data entry tools, performance monitoring systems

Customer Representative - ibex (Customer Support and Order Processing)

Duration: June 2017 - January 2018
Summary:

- Provided customer support by assisting with inquiries, resolving complaints, and processing orders using CRM software
- The project aimed to enhance customer satisfaction and streamline order management processes

Responsibilities:

- Assisted customers with inquiries and provided product information.
- Resolved customer complaints through effective communication and problem-solving skills.
- Processed orders and managed customer accounts using CRM software.

Technologies: CRM software

EDUCATION

- **City & Guilds Specialist Diploma**
  Mathematics
- **Gaynstead High School**
  High School Diploma, Foods, Nutrition, and Wellness Studies, General

CERTIFICATION

- **Serving It Right**
- **Food Safety**