



TAMIKO DOUGLAS

Hamilton, Bermuda.

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SUMMARY

An ambitious professional with strong interest in international business, insurance/ re-insurance, and investment banking. Intrinsically motivated to learn new ideologies and methods within a professional environment, driven to add value within a team.

SKILLS

- Administrative Assistance
- Promotional Marketing
- Database Management
- Complex Problem-Solving
- Microsoft Office / Adobe
- Team Collaboration
- Time Management
- Customer Service
- Business Strategy
- Analytical Skills
- Up-selling
- AS400

EDUCATION AND TRAINING

Bachelor of Science: Ulster University (Deferred)

International Business And Finance - Ireland

The Institutes: Associates of Insurance

2023

AINS - Currently Pursing Designation 101

- Insurance Essentials Certification - Completed
- Ethical Decision Making in Insurance - Completed
- Participating in weekly insurance study group sessions hosted at AXAL Bermuda.

European Bartending School (Remote)

2023

Essentials of Bartending (Completed) - London

Bermuda College

2023

Art of Bartending Diploma: FAB 815 (Completed) - Bermuda

High School Diploma

2018

Cedarbridge Academy (Graduated) - Bermuda

EXPERIENCE

Studio Manager & Audio Engineer / NewWav Studios - Smith's, Bermuda

02/2022 - Current

- Overall Operations: Oversee day-to-day operations of the studio. Ensure smooth workflow and resolve any operational issues.
- Client Relations: Act as the primary point of contact for clients. Address client inquiries, concerns, and feedback.
- Scheduling and Resource Management: Manage the studio schedule and coordinate bookings.

Allocate resources efficiently for each session.

- Financial Management: Monitor studio finances, including expenses and revenue. Work with the business owner to create and manage budgets.
- Marketing and Promotion: Develop and implement marketing strategies to attract new clients. Maintain a strong online presence through social media and other platforms.
- Recording, mixing/mastering local, international, and corporate clientele

Apple Sales Specialist / A.F. Smith Trading Ltd. - Pembroke, Bermuda

09/2022 - 09/2023

- Opening and closing the retail store
- Managing new staff and training new employees
- Digitizing formal customer processing documentation
- Printing, scanning, and filing documents
- Drafting contracts between corporate clients and A.F Smith
- Attained Apple certification to ensure proper customer care and knowledge in hardware/software issues
- Responsible for simultaneously processing Ecommerce and POS transactions daily
- Working alongside overseas Apple support representatives to resolve a multiplex of unique dilemmas
- Harvesting good rapport with corporate and retail clientele, resulting in returning customers.

Entrepreneurial Summer Internship / Ignite Bermuda - Pembroke, Bermuda

06/2022 - 08/2022

- Winning the Top Cohort Presenters award (HSBC Headquarters)
- Attending weekly seminars and focus groups hosted by successful entrepreneurs
- Cultivated innovative marketing techniques to develop a niche
- Collaborated with Butterfield Bank for seasonal blood drive ads
- Recorded radio ads & shot content at Bermuda Charge Show 2022
- Partnered with Ignite Alumni for local business endeavors
- Scripted and acted in the 2022 Butterfield Bank Blood Drive commercial
- Presented to Ignite and HSBC senior Management
- Repaired Whip batteries, assisted in setup, and organized meetings for clearance with the Department of Transportation.

Consumer Sales Executive / Digicel Group - Hamilton, Bermuda

04/2022 - 09/2022

- Developed complex strategies for customer retention and satisfaction
- Acquired new customers through email chains and telesales
- Averaging 100 calls per day, 80% customer conversion rate
- Spearheading new marketing campaigns to differentiate the company from competitors
- Documenting customer information, purchase history, and adjusting billing errors
- Analyzed quarterly reports for trends, drafted new tactics for openings in the marketplace
- Processing upgraded packages through AS400 and excel spreadsheets.

COMMUNITY SERVICE

- PayaKid (Media Production Manager) - Current
- Special Olympics Bermuda (Volunteer) - Current
- Bermuda Youth Orchestra (Volunteer - 2018)
- BHB (Volunteer) 2018