

PORTIA MCGHIE

(441) 514-1841 · portiamcghie@yahoo.com

Highly motivated individual seeking opportunities in an entry-level position to gain knowledge and experience in the Re/insurance industry and business sector. Dedicated to utilizing my strong analytical and problem-solving skills to contribute to the continued success of an esteemed organization.

SKILLS

-
- | | |
|--|--|
| <ul style="list-style-type: none">• Time Management• Strategic Planning and Organization• Discretion and confidentiality• Written and Oral communication• Multi-Tasking• Minute Taking• Networking | <ul style="list-style-type: none">• Implementation• Sales• Microsoft suites Proficiency• Customer Service• Attention to detail |
|--|--|

PROFESSIONAL EXPERIENCE

A.F. Smith Trading July 2023- Present
Apple Sales Specialist (Full-Time)

- Work with management to implement company strategies and directives through monthly meetings
- Stay current with local competition, marketing, pricing, and business strategy via social media and customer feedback
- Analyze reports from Apple service and strategize opportunities to maximize service reporting evaluations as well as reimbursements through Microsoft Excel and customer feedback
- Process cash and credit payments, returns, credits and company/corporate account charges to ensure balanced financial records through DDMS POS system
- Responsible for intaking and serializing stock received for Apple department
- Processing and assisting with corporate transactions and special orders through DDMS POS system

Gear and Gadget Bermuda March 2023- July 2023
Retail Sales Specialist (Part-Time)

- Provided prompt, friendly and satisfactory service to ensure customer needs and expectations were exceeded
- Evaluated inventory and delivery needs to optimize stocking strategies with presentable merchandise.
- Processed cash and credit payments to ensure balanced and proper financial records through Lightspeed
- Analyzed and processed returns while assisting customers with finding alternative merchandise to meet their needs.

IBC Ltd. NOVEMBER 2022 - FEBRUARY 2023
Customer Service Representative (Full-Time)

- Resolved customer inquiries via phone and email to consistently ensure that target delivery dates were met.
- Contributed to the company's customer satisfaction by solving problems with invoices, package delivery and pick up.
- Processed multiple payments for customers daily and ensured that all billing reports were accurate for accounting purposes.
- Discussed account details with customers to maintain the ease of customer purchasing to grow customer retention., scanned items, applied discounts and provided excellent purchase assistance to customers.

Digicel Bermuda MAY - SEPTEMBER 2022
Consumer Sales Temp/Customer Care (Full-Time)

- Ensured customer data was accurate to meet monthly key performance indicators for sale of products and services through Playmaps, Microsoft Excel, and other company databases
- Created lasting bonds with patrons to establish customer retention and boosted sales numbers through tele-sales, house sales, and in-person interaction

- Greeted new and existing customers while providing timely, courteous and efficient assistance.
- Monitored the sales floor and merchandise displays to promote and maintain visually appealing products.

EDUCATION

The Institutes AIC- ASSOCIATE IN CLAIMS	December 2023
Bermuda College Associate in Business Administration	January 2024
Ignite Young adult Internship	July 2023- August 2023
Bermuda College Pace Program CNA – Certified Nursing Assistant	JANUARY 2021 - AUGUST 2021
The Berkley Institute High School Diploma	SEPTEMBER 2017 - JUNE 2021
Saving Children and Revealing Secrets SCARS Certification	APRIL 2021

REFERENCES

DENNIE O’CONNOR.	(441) 705- 2582
CATARINA ROCHA	(441) 705-1550
MICHELLE FRAY	(441) 599-9763
TRACEY SHARRIEFF	(441) 799-0462
MELISSA LOOBY	(441) 534-8877