



LATOYA BROOKS

VIRTUAL ASSOCIATE



I am a Sales and Customer Service Specialist with over 7 years of experience providing an enhanced customer service relationship to clients

SPECIALIZATIONS

- Targeted Sales
- Customer Service
- Client Relationship Management
- Organization Optimization

WORK EXPERIENCE

Customer Service and Sales Specialist

2014 TO 2021

- Providing superior customer service to clients by addressing all questions and concerns in real time and ensuring that they are outfitted with all the relevant information about the organization
- Prospect for new clients using a mixture of calls/emails and face to face conversations. Providing current customers with upgraded opportunities by up-selling and cross-selling.
- Consistently meet and exceed sales targets thereby building a very valuable sales portfolio for previous organization.
- Built a continuous flow of revenue through my Client Relationship Management, thereby ensuring that the organization always has valuable customers.

EDUCATION BACKGROUND

University of the West Indies

BSC. BANKING AND FINANCE 2009-2014