ANIKA ROBINSON

Kingstown, St. Vincent and the Grenadines | 1 (784) 497-0004 | ynka.robinson@gmail.com

OBJECTIVE

Customer service and sales professional with extensive experience in customer relations, payment processing, sales support, problem-solving, and logistics coordination. Offers strong communication, cash-handling, and organizational skills, supported by a background in business management. Committed to delivering reliable service and supporting efficient daily operations.

EDUCATION

Monroe University | Bronx, New York, USA
BSc. Business Management, Minor in Marketing | Expected December 2026 | Overall GPA: 3.92; Last Semester GPA: 4.00

St. Vincent and the Grenadines Community College | Villa, St. Vincent
Studies in History and Law | September 2010 – July 2012

St. Joseph Convent | Kingstown, St. Vincent
September 2005 – July 2010 | Awarded History; Head Girl – Valedictorian

PROFESSIONAL EXPERIENCE

Customer Service / Sales Agent | Swiftpac St. Vincent
July 2026 – Present | St. Vincent and the Grenadines

- Assist customers with shipment enquiries and service needs.
- Process customer payments and cash transactions accurately.
- Coordinate shipment rerouting through FedEx and Caribbean Airlines (CAL) when required.

Customer Service Agent / Retail Sales Advisor | Cable & Wireless – FLOW
August 2013 – June 2026 | Kingstown, St. Vincent

- Assessed customer needs, supported sales-floor operations, and delivered service that encouraged customer retention.
- Explained products and services, resolved customer enquiries, and supported customer acquisition and sales goals.
- Processed bill payments and completed credit checks for postpaid mobile, broadband, fixed-line, and cable applications.
- Planned and supported initiatives, including the fibre-to-mobile conversion project, within required timelines.
- Monitored inventory, processed deliveries, maintained records, and followed up on product replenishment.
- Applied product knowledge to troubleshoot customer concerns and recommend appropriate solutions.

Recognition: Top Sales Agent (July 2014); Top FMC (Fixed-to-Mobile Conversion) Sales Agent (2021).

Switchboard Operator | Cable & Wireless
January 2013 – July 2013 | Kingstown, St. Vincent

- Answered approximately 350 calls weekly, directed callers to relevant departments, and relayed information.
- Recorded fault reports and updated customer information in the company system.

Salesclerk | Cable & Wireless
November 2012 – January 2013 | Kingstown, St. Vincent

- Promoted mobile, broadband, fixed-line, and cable services; identified customer needs and recommended suitable options.

Recognition: Top Sales Agent (December 2012).

CORE SKILLS

Customer service & client relations • Cash handling & payment processing • Sales & product knowledge
Shipment coordination • Problem-solving • Communication • Time management
Organization & attention to detail • Teamwork • Inventory & records management

COMPUTER SKILLS & CERTIFICATION

Microsoft Outlook, Word, Excel, PowerPoint, and Teams | Coursera – Foundations of Project Management

ORGANIZATIONS

Gremlins | Arabesque Dance Company