
TANYA CUFFY

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Summary

Enthusiastic professional seeking to leverage experience in promoting companies in positive ways and developing mass communications messages. Passionate for devising promotional and informational messages to build brand image, inform general public of promotions and initiatives and influence targeted audiences. Astute in utilizing metrics to monitor campaign results.

Skills

- Social Media Marketing
 - Social Media Consultant
 - Professional Writing
 - Top notch customer service
 - Internal Compliance
 - Team Leadership
 - Email Marketing
 - Market Research
 - Sales Development
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Experience

Customer Service Representative 05/2024 to 08/2024
Arringo Ltd

- Kept records of customer interactions or transactions, thoroughly recording details of inquiries.
- Gathered customer feedback through surveys and used the data to improve customer service.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.

Spa Valet 03/2024 to 04/2024
Royalton Luxury Resorts

- Attending to guest queries.
- Making sure the spa standards were met.
- Making sure the stations were clean and kept in order.

Public Relations Officer 01/2022 to 03/2024
Antigua Barbuda Defence Force Saint George's

- Manages the Social Media Platforms for the Antigua and Barbuda Defence Force
- Creates a positive image for the military
- Create articles on both Facebook and Instagram pages
- Photography
- Organize interviews and creative contents to be posted

Night Sentry 01/2022 to 03/2024
Antigua Barbuda Defence Force Saint George's

- Secures the Governor General's Office
- Secures the Prime Minister's Office
- Guarding the main base; Antigua and Barbuda Defence Force
- Protect life and property

Managing Director 07/2021 to Current
Sher's Boutique

- Handling of the social media platforms
- Keeping track of sales
- Marketing and advertising campaigns
- Plan cost effective operations
- Organizing photoshoots for the business
- Overseas the business and its operations

Owner**06/2020 to Current****TJC Boutique**

- Managed daily operations of business
- Identified new opportunities for growth, expansion, and diversification.
- Created marketing campaigns to attract new customers.

Customer Service Representative**02/2020 to 05/2020****Intertops GmbH****Antigua**

- Answering calls, emails and live chats
- Training on how to deal with a difficult customer
- Answered customer inquiries and provided accurate information regarding products and services.
- Provided excellent customer service to resolve customer complaints in a timely manner.

Waitress**07/2017 to 08/2017****Sandals Resort Grande**

- Greeted customers and provided menus.
- Took orders for food and drinks and delivered them to guests.
- Checked back with customers throughout meal service to ensure satisfaction.

Education and Training

BBA: Business Management**Expected in 08/2025**

Monroe College

Saint Lucia

College Diploma**07/2019**

Antigua State College

Antigua

High School Diploma**06/2017**

All Saints Secondary School

Antigua

Certifications

- General Course on Intellectual Property- WIPO
- Introduction to Online Marketing Strategies- Alison Course
- An Introduction to Aromatherapy- Alison Course
- Social Media Strategy for Small Businesses- Alison Course
- Cleaning Steward Training- Alison Course

Websites, Portfolios, Profiles

- https://www.linkedin.com/in/tanya-cuffy-615ba8180?utm_source=share&utm_campaign=share_via&utm_content=profile&utm_medium=ios_app
- <https://www.facebook.com/tanya.cuffy.3?mibextid=LQQJ4d>

References

- Humroy Wright - 464-1409
- Lovell Grant - 770-5700