

Zuwena Herbert

Cabbage Tree Housing Ph2

Upper Cayon, St. Kitts

+1 (869) 663-4104

ZuwenaHerbert.S@gmail.com

OBJECTIVE: Motivated college student seeking a business degree to pursue the goal of becoming an entrepreneur using the experience gained from this education.

EDUCATION:

Clarence Fitzroy Bryant, Burdon St., Basseterre (2019 - 2021)
Associate in OADM, Computer Concepts, Practical Mathematics, Business Communication, Fundamentals of Marketing, Seminar Presentation

Basseterre High School, Basseterre, St. Kitts (2015 – 2019)
English, Agriculture, Social Studies, Information Tech., Visual Arts

Monroe University, Bronx, NY
Bachelor of Arts in Business Management, expected (March 2028)
Minor: Marketing

EXPERIENCE:

Extern

Healthcare Operations & Consulting Extern (OCTOBER 2026 – PRESENT)

- Analyze and improve care coordination as a customer-centric operational system
- Identify workflow gaps, hidden risks, and invisible coordination work

TDC Insurance/Sagicor, Central Street, Fort Street (FEBRUARY 2023 – PRESENT)

Administrative Assistant

- Managed front desk operations
- Directed customers' calls and inquiries to the correct department and agents
- Assisted in writing up and delivering mail
- Logged incoming mail for different departments

Customer Service Representative

- Occasionally managed front desk operations
- Assisting customers in completing health claims and enrolling employees
- Uploading documents for the underwriting process

- Writing overage notification letters for employees and dependents
- Filing documents

TDC Administration, Fort Street, Basseterre (NOVEMBER 2022 – FEBRUARY 2023)

Front Desk Clerk

- Oversaw daily operations
- Managed overseas and local phone calls
- Handled customer inquiries
- Directed people to the correct departments
- Provided exceptional customer service
- Organized mail and called messengers to pick up the respective packages

ORGANIZATIONS/CLUBS

Rotary Club of Liamuiga, Basseterre, St. Kitts (June 2014 – June 2019)

COMPUTER SKILLS

- Proficient in Microsoft Word, Excel, and PowerPoint
- Familiar with Photoshop
- Proficient in Canva