



Therese McKain
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Personal Statement

I am a consummate, service driven professional with over fifteen (15) years' experience in client care and customer service delivery. I take pride in what I do and in being an individual of strong integrity, holding myself accountable for my actions. My goal is to become part of a team that will foster my growth and where I can also contribute in an impactful way to the organization and those I interact with while exercising my commitment to service and excellence.

Education

June 2021-Present (expected completion May 2024)- Associates of Science in Nursing (Perimeter College)
2010- 2015 Bachelors of Law Degree (University of Technology)
1998-2005 Ardenne High School

Awards

2005– Passes in GCE A' Level Subjects History, Sociology and English Literature and CAPE Communication Studies
2003– Passes in seven CXC O' level subjects

Work Experience

January 2022- Present, Georgia State Perimeter College- Supplemental Instruction Leader
Plan and facilitate bi-weekly peer study group sessions for English 0999, 1101 and 1102 courses to assist students with learning the course concepts.

June 2018- August 2022, Hillel Academy- High School Administrative Assistant

Responsible for providing secretarial and administrative support to the principal, staff, parents, and students for the efficient operation of the High School. These duties include but are not limited to: keeping the school's information system up to date. Assisting with the onboarding process and assisting new staff, students, and parents with system access. Maintaining students' files, and attendance information for students and staff. Providing information about the school's registration and enrolment processes for new students and potential clients

November 2015-June 2018, Hillel Academy- Administrative Receptionist

Responsible for providing general administrative support to the Director, Admissions & Business Support Manager and Financial Controller. Communicating with new families regarding the registration and enrolment process, arranging tours for prospective families. (Promoted to High School Administrative Assistant)

June 2006– September 2015, Sagicor Bank Jamaica Ltd. (formerly RBC Jamaica) Client Service Representative

Serving as the client's first contact, solving problems, assessing their needs, and ensuring they are met so that they leave satisfied. Training of new CSRs and assisting the Manager Client Care with their supervision. Maintenance of files/ records and actioning of follow-up procedures. Make recommendations to the Supervisor for service improvements. Balancing and checking of the branch's cheques/ proof work, assisting the teller supervisor, daily balancing of ATM and preparing month end reports. Ordering and distributing stationery, investigating customer queries, monitoring of branch cash holdings, assisting Branch Support Officer with compliance updates of clients' records.

Volunteer Work

Secretary -Jamaica Hurricanes Rugby League, Tutor- Sandy Park SDA Homework Program

Skills

Proficient in the use of Microsoft applications, Strong research skills, Excellent time management and multitasking abilities
Ability to communicate effectively and excellent command of the English Language both written and orally, Self-motivated with a strong work ethic for professionalism and timeliness. Proactive team player