

# Oshaine Michaels

11 Peter Pan Avenue, Brandon Hill, Montego Bay, Saint James, Jamaica • +18764087943 •  
flip@ohmichaels.com • linkedin.com/in/fliptvjm • https://ohmichaels.com

## Servant Leader

Dynamic and results-driven professional with over 10 years of experience in leadership, sales, and customer service within fast-paced environments. Proven track record of exceeding sales targets, developing strategic plans, and enhancing customer satisfaction. Skilled in team management, training, and mentoring staff to achieve high performance and operational efficiency. Experienced in leveraging data analysis and market trends to drive sales growth. Holds a Bachelor's degree in Computer Science, demonstrating a commitment to continuous learning and the ability to integrate technology-driven solutions to optimise sales processes. Dedicated to delivering exceptional service and building strong client relationships.

## WORK EXPERIENCE

### **Etech Global Services • 01/2025 – Present**

#### **Sales Leader • Full-time**

Responsible for driving sales performance, coaching and developing the sales team, and ensuring high-quality customer service. Set targets, monitor performance, and identify opportunities for improvement.

### **Secrets/Breathless Resorts & Spa • Montego Bay • 12/2023 – 01/2025**

#### **Retail Supervisor • Full-time**

Responsible for overseeing day-to-day retail operations, including customer service, sales, and inventory management. Played a key role in staffing, training, and motivating retail associates to achieve sales goals and maintain high customer satisfaction. Involved in merchandising, inventory counts, and ensuring the store environment is clean and well-maintained.

- Increased retail sales by 15% through strategic product placement and promotional activities.
- Implemented a new inventory management system, reducing stock discrepancies by 10%.
- Trained and mentored a team of staff members, improving overall sales.
- Increased t-shirt, caps, and souvenir items sales by 10% through the implementation of successful marketing promotions, resulting in a boost in overall store revenue and customer satisfaction.
- Streamlined the checkout process, reducing customer wait times by 30%.

**ContactPoint 360 • Montego Bay, St James, Jamaica • 11/2021 – 03/2023**

**Operations Manager • Full-time**

- Led a team to achieve a 120% revenue target through effective client communication strategies and meticulous project management.
- Spearheaded the launch of 6 new business units by conducting market analysis and strategic planning, resulting in a 25% increase in company revenue.
- Devised and implemented a comprehensive business strategy focusing on cost control and efficiency, boosting revenue by 20% and reducing costs by 10%.

**Centerfield • Montego Bay, St James, Jamaica • 03/2020 – 11/2021**

**Blue Hat Sales Manager • Full-time**

- Consistently met 100% of KPI targets by implementing targeted sales strategies, leading to a 15% increase in new customer acquisitions.

**Collective Solution • Jamaica • 09/2017 – 11/2019**

**Operations Manager • Full-time**

- Surpassed business targets by 30% through the implementation of a new training program, which increased team retention to 90% and improved performance to top 2.
- Met all KPIs consistently and managed outliers through individualized coaching plans, earning the Shining Star award for Q1 2018 from the client.
- Boosted overall team productivity by 10% through the successful rehabilitation of performance outliers with tailored coaching plans.

**24-7 Intouch • Jamaica • 06/2016 – 03/2017**

**Customer Service Supervisor • Full-time**

- Achieved a 10% reduction in customer wait time and a 15% increase in first call resolution rate through process optimization and team training.
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**Global Gateway Solutions • Montego Bay • 12/2013 – 01/2016**

**Customer Service Supervisor • Full-time**

- Promoted early from the training group for rapidly mastering product knowledge and demonstrating exceptional performance.
- Recognized as employee of the quarter for Q2 2015, reflecting outstanding contributions and exceptional work ethic.
- Honored as the “World’s Best SME” by clients and managers, showcasing superior subject matter expertise and client satisfaction.

**EDUCATION**

**Bachelor's degree in Computer Science**

University of the People • GPA: 3.54 • 02/2024 – 06/2025

## **Associate's degree in Computer Science**

University of the People • GPA: 3.55 • 09/2017 – 01/2024

## **CERTIFICATIONS**

### **Career Essentials in Cybersecurity by Microsoft and LinkedIn • 12/2023**

Microsoft

### **CUSTOMER ENGAGEMENT SUPPORT PROFESSIONAL (BPO) LEVEL 3 • 02/2023**

HEART College of Innovation and Technology (HCIT)

### **Six Sigma: Black Belt • 11/2022**

LinkedIn

### **Become a Six Sigma Black Belt • 11/2022**

LinkedIn

### **Career Essentials in Software Development by Microsoft and LinkedIn • 11/2022**

Microsoft

### **Six Sigma: White Belt • 11/2022**

LinkedIn

### **Become a Six Sigma Yellow Belt • 11/2022**

LinkedIn

### **Six Sigma Foundations • 11/2022**

LinkedIn

### **Lean Six Sigma: Define and Measure Tools • 11/2021**

LinkedIn

### **French Fluency Intermediate (Estimated) • 06/2014**

Duolingo

## **AWARDS & SCHOLARSHIPS**

### **University of the People Scholarship • 11/2023**

University of the People

### **Fondation Hoffmann Scholarship • 08/2017**

Fondation Hoffmann

## **PROJECTS**

### **Digicel Cloud Advertisements • 02/2012 – 08/2012**

Skyres Studios Limited

Created 3D ads for Digicel Jamaica for a new product that they were advertising

## **VOLUNTEERING & LEADERSHIP**

### **Cornwall College Taekwon-Do Centre • 07/2010 – Present**

Assistant Martial Arts Instructor

**Jamaica Taekwon-Do Association** • 09/2007 – 07/2016

Professional Athlete

**Jamaica Combined Cadet Force** • 09/2005 – 01/2008

Cadet

## SKILLS

Analytical Skills, Animation, Business Administration, Coaching, Computer Animation, Customer Service, Employee Engagement, Facebook Marketing, Flash, Graphic Design, Leadership Development, Microsoft Excel, Microsoft Office, Microsoft Power BI, Process Implementation, Process Improvement, Project Management, Public Speaking, Six Sigma Black Belt, Social Media, Social Media Marketing, Video, Video Editing, Web Design, Web Development

**Creative And Marketing:** Animation, Computer Animation, Facebook Marketing, Flash, Graphic Design, Video, Video Editing

**Customer Experience:** Business Process Outsourcing (BPO), Collections, Customer Service, Leadership Development, Process Improvement, Sales, Sales Operations

**Information Technology:** Amazon Web Services, Cloud Computing, CSS, Cybersecurity, HTML5, Java, Microsoft Azure, Whatsapp Bot, Woocommerce, WordPress