
Nicole Marcel

Aux Lyon, Dennery

St. Lucia

((758)519-0757

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SKILL

Strong communication and interpersonal skills

Classroom support and student engagement

Basic accounting and financial literacy (POA)

Organization and time management

Problem-solving and critical thinking

Adaptability and teamwork

EXPERIENCE

Itel Bpo, Vieux Fort - *Customer Representative*

August 7th 2025 - PRESENT

- Handle customer inquiries and provide timely, professional support
- Resolve issues efficiently while maintaining high customer satisfaction
- Communicate clearly and effectively with a diverse range of customers

Sandals Resort, La toc - *Sales Trainee*

Hospitality Training Program

April 7th 2024 - June 2024

- Assisted in sales operations and customer engagement
- Built interpersonal and persuasive communication skills
- Learned teamwork, professionalism, and service excellence

EDUCATION

Sir Arthur Lewis Community College, Morne Fortune, Castries - *CAPE*

MONTH 2021- MONTH 2023

Saint Lucia Seventh-day Adventist Academy, Sunny Acres, Choc, - *DIPLOMA*

MONTH 2016 - MONTH 2021

Subjects: Math, English, Principles of Accounting, Chemistry, Information Technology, Biology, Visual Arts

AWARDS

- 1st Place Principles of Accounts Award 2021
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- 1st Place Visual Arts Award 2021
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- Special Award in Chemistry 2021
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- Most Improved Student Award 2021
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- Most Disciplined Student Award 2021
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- Application of Bible Award 2021

INTERESTS

- Teaching and mentoring students
- Writing and communication
- Photography (sunsets and nature)

REFERENCES

Available upon request