

SHAVAR THOMAS

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PROFESSIONAL SUMMARY

Aspiring journalist and communication professional currently pursuing a degree in Communication Arts and Technology. Experienced in customer service, communication, and social media through work in the BPO sector and hospitality industry. Strong interpersonal skills, excellent verbal and written communication, and a passion for storytelling, media, and public engagement.

EDUCATION

Bachelor of Science (BSc) – Communication Arts and Technology (In Progress)

University of Technology, Jamaica (UTech)

Caribbean Secondary Education Certificate (CSEC)

Cornwall College, Montego Bay, Jamaica

Subjects & Grades: - English A – Grade 2 - Mathematics – Grade 2 - Social Studies – Grade 2 - Principles of Business (POB) – Grade 1 - Food Nutrition – Grade 1 - Office Administration (USB) – Grade 2 - Economics – Grade 3

WORK EXPERIENCE

Customer Service Representative

Conduent – Montego Bay, Jamaica

- Delivered professional customer support in a fast-paced BPO environment. - Resolved customer issues efficiently while maintaining high service standards. - Maintained accurate customer records and followed company protocols.

Customer Service Representative

itelBPO – Montego Bay, Jamaica

- Assisted customers via phone with billing, technical, and general inquiries. - Demonstrated strong communication and problem-solving skills. - Consistently met performance and quality assurance targets.

Customer Service Agent

Collective Solutions – Montego Bay, Jamaica

- Provided high-quality support to customers across multiple platforms. - Strengthened teamwork and collaboration in a results-driven environment.

Barista

Starbucks – Montego Bay, Jamaica

- Prepared beverages and served customers in a fast-paced, customer-focused environment. - Demonstrated excellent interpersonal and communication skills. - Managed cash transactions and ensured a clean, welcoming atmosphere.

SKILLS

- Communication (Verbal & Written)
- Journalism Fundamentals
- Customer Service Excellence
- Social Media Management
- Public Speaking
- Team Collaboration
- Time Management
- Microsoft Office & Computer Literacy

ADDITIONAL INFORMATION

- Strong interest in journalism, media production, and public affairs.
- Experienced in working under pressure and meeting deadlines.
- Adaptable, professional, and goal-oriented.

REFERENCES

Available upon request.

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JOURNALISM & COMMUNICATIONS PORTFOLIO

CAREER OBJECTIVE

To become a professional journalist and media practitioner who informs, educates, and engages the public through responsible storytelling, broadcast media, and digital platforms.

ABOUT ME

I am a Communication Arts and Technology student with a strong passion for journalism, media, and communication. My background in customer service and hospitality has strengthened my ability to communicate effectively, handle pressure, and relate to diverse audiences. I am committed to developing my skills in reporting, media production, and digital communication.

ACADEMIC PROJECTS

- News Writing Exercises
 - Script Writing Projects
 - Public Speaking Presentations
 - Media & Communication Research Assignments
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CORE COMPETENCIES

- Interviewing Techniques
 - News Writing & Story Development
 - Communication Ethics
 - Audience Engagement
 - Digital Media Awareness
 - Public Relations Basics
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WORK EXPERIENCE HIGHLIGHTS (RELEVANT TO COMMUNICATION)

- Developed excellent listening and response skills through BPO experience.
 - Strengthened persuasive communication and professionalism in customer-facing roles.
 - Built confidence in speaking, problem-solving, and conflict resolution.
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FUTURE PORTFOLIO ADDITIONS

- Published Articles
 - Radio or Podcast Segments
 - Video Reporting Projects
 - Social Media Campaigns
 - Internship Experience
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CONTACT

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This resume and portfolio were prepared for academic and professional development purposes.