

Tristen Edwards

Belize

Professional Summary

Detail-oriented and reliable professional with experience as a Team Lead, Virtual Assistant, and Administrative Assistant. Skilled in client support, scheduling, data entry, and real estate cold calling. Strong background in customer service, aviation front desk operations, and administrative tasks. Quick learner with excellent communication and organizational skills, with a proven ability to adapt to new roles and support teams effectively. Committed to providing high-quality support and ensuring smooth operations for teams and clients.

Education

Corozal Junior College – Associate Degree in Business Management
Jan 2021 – Dec 2023

Corozal Community College – High School Diploma
Jan 2017 – Dec 2020

Certificates

- Customs Brokerage Training Certificate – Jan 2025 – Aug 2025
- Post Office Training Certificate – Feb 2022 – Nov 2022

Work Experience

Customs Brokerage Trainee | Belize City Jan 2025 – Aug 2025

- Completed training in import/export documentation and customs clearance processes.
- Assisted with compliance, client communication, and report preparation.
- Key Achievement: Successfully completed all training modules and received certification.

Real Estate Cold Caller – EPC Call Center | Belize Mar 2024 – Dec 2024

- Contacted U.S.-based real estate agents to identify potential sellers.
- Guided agents through contracts and explained sales process details.
- Key Achievement: Consistently exceeded weekly call and contract targets, securing new listings.

Receptionist – Tropic Air | Belize City Jul 2023 – Feb 2024

- Assisted customers with bookings, flight changes, and inquiries.
- Handled cash transactions and ticket sales.
- Key Achievement: Improved check-in and booking efficiency, reducing customer wait times.

Team Lead – Save BPO | Belize City Jan 2022 – Dec 2022

- Supervised a team of 6 agents, monitored performance, and provided coaching.
- Managed scheduling, reporting, and administrative tasks.
- Key Achievement: Increased team sales performance by motivating agents to consistently close 3–4 daily sales.

Administrative Assistant – Post Office | Corozal Feb 2021 – Nov 2021

- Managed filing, data entry, and package tracking.
- Assisted with scheduling, customer inquiries, and documentation.

- Key Achievement: Implemented a tracking system that reduced package delivery errors.

Virtual Assistant / Client Intake – Law Firm | Remote *Mar 2020 – Dec 2020*

- Supported attorneys with client onboarding, data entry, and appointment scheduling.
- Maintained confidentiality with sensitive client data.
- Key Achievement: Streamlined client intake and ensured all consultations were processed and paid.

Customer Service Representative – Blue BPO | Belize *Jun 2019 – Feb 2020*

- Assisted clients with loan applications and account inquiries.
- Performed scheduling, data entry, and customer communication.
- Key Achievement: Achieved top team ranking for customer satisfaction scores.

Skills

- Customer Service & Client Communication
- Virtual Assistance & Scheduling
- Legal Client Intake & Document Handling
- Insurance & Loan Application Support
- Front Desk & Administrative Operations
- Data Entry & CRM Management
- Team Leadership & Training
- Technical Skills: Microsoft Office | Google Workspace | Zoom | Remote Work Tools