

## Feature Friday Olivia Campbell - The Fashionable Choice

Posted February 05, 2021

Back in 2009, Olivia Campbell was crowned Team Member Of the Year (Then called Employee of the Year).

Often described by her peers as jovial, sincere, persistent and detail-oriented, this Senior Sales Clerk epitomizes what Sagicor core values represent as she tries to operate in the most professional, respectful and efficient manner. Olivia tries not only to live the values, but also encourages and assists her other team members to do the same.

Olivia is very honoured to have emerged the winner of the competition, as she felt moved that her efforts were recognized. She speaks fondly of her late mother, who instilled the fundamental values and attitudes by which she now lives. She recalls being told the importance of self-respect, having a good education, and most importantly, not allowing her past to determine her future. Olivia, although not a parent, is family oriented and thoroughly enjoys the company of her niece and nephew.

She states, "I adore them very much because they say the funniest things!" Olivia enjoys reading, sewing and singing to some extent. Her favourite author is John Grisham, who is best known for his top-selling legal thrillers such as "The Firm". "Do unto others as you would have them do unto you" is Olivia's philosophy of life, as she firmly believes in the saying "you reap what you sow." She is motivated when her customers are satisfied, which explains her passion for customer service.

Olivia reiterates that the role of a customer service representative is to go above the expectation of the customer. In addition, she is motivated by her desire to achieve the best in all facets of her life.

Update: Since her win, Olivia has since received four (4) promotions and is now the Assistant Manager for Individual Line Sales for Sagicor Group Jamaica.

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