

Monique Thomas-Bent

ABOUT

I am a hardworking and ambitious individual who is interested in joining your company that is of such high caliber. I am sociable and willing to work to the best of my ability to get the job done. I have good communication skills that allow me to get along with my co-workers and everyone I associate myself with.

REFERENCES

Available upon request.

ADDRESS

704 Carpenter Avenue,
Claremont Heights Housing
Scheme, Old Harbour, St.
Catherine.

PHONE

(876) 289-5036

EMAIL

moniquethomas58@yahoo.com

EXPERIENCE

NOVEMBER 2018 - DECEMBER 2022

Customer Service Representative, Conduent

Key responsibilities: Answer inbound calls, check service availability, answer customers questions, acknowledging customer's complaints, provide customer satisfaction, accurately document customer interactions and providing professional customer service experience.

EDUCATION

Old Harbour High School (2010 - 2016)

CSEC & CAPE

CSEC

- Principles of Business II
- Human and Social Biology II
- English Language II
- Agricultural Science II
- Mathematics III
- Social Studies III
- Information Technology III
- English Literature III

CAPE

- Sociology IV
- Management of Business IV
- Environmental Science V
- Communication Studies V

SKILLS

- Effective Communication
- Active Listening
- Problem Solving
- Time Management
- Empathy

Cover letter

Monique Thomas
704 Carpenter Avenue, Claremont Heights
Old Harbour P.O., St. Catherine
Email: Moniquebent5@gmail.com
Tel: 1876-289-5036
28 August 2025.

The Human Resource Manager

Dear Sir/Madam,

I am a hardworking and ambitious individual who is interested in joining your company, which I admire for its professionalism and high standards. I am sociable, dependable, and always willing to give my best effort to ensure tasks are completed efficiently. I possess excellent communication and interpersonal skills, which enable me to work effectively with colleagues and adapt easily to various situations.

I am also a fast learner, highly motivated, and capable of working both independently and as part of a team. My strong sense of responsibility and willingness to go the extra mile make me confident that I would be an asset to your organization. I approach challenges with a positive attitude and see every opportunity as a chance to grow, contribute, and build on my skills.

I would be grateful for the opportunity to contribute to your reputable organization and to gain valuable experience in the working world. I would appreciate an interview at any time convenient to you. I can be reached at the address and telephone number listed above.

Thank you for your time and consideration.

Yours truly,
Monique Thomas.