

ALVIN A. MAHABIR

CITIZEN OF THE REPUBLIC OF TRINIDAD AND TOBAGO · 03 OCT, 1992 · SINGLE
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PROFILE

I am, Alvin Andrew Mahabir, a twenty-five (25) year-old professional for Customer Service and Administration Management. I possess more than six (6) years working experience (as stated below), and my BSc (Hons) Business Administration, major in Human Resource Management, from the University of London. I am dedicated to excellence in communication, management, customer service (both internally and externally), and constant improvement (Kaizen) of the efficiency in any duty or task(s) to be done in the day-to-day running of the business.

OBJECTIVE

My objective is to perform each task to the highest and fullest potential; to take up every challenge and work to the best of my abilities for the best result(s); to be a leader of high quality work/output; to be innovative and efficient in all tasks carried out. Whilst keeping in line with the company's Mission, Vision and Core Values.

EXPERIENCE

1ST OCTOBER, 2016 – 3RD NOVEMBER, 2017.

OFFICE/CUSTOMER SERVICE TEAM LEAD,

STREAMLINE MANGEMENT AND ENGINEERING SOLUTIONS LIMITED.

AT THIS COMPANY I REPORTED DIRECTLY TO THE DIRECTOR OF OPERATIONS/SAFE TO WORK (STOW) MANAGER. I DIRECTLY HANDLED AND SUPERVISED ADMINISTRATIVE DUTIES AND LEADING THE CUSTOMER SERVICE TEAM OF THE COMPANY. AT STREAMLINE MANAGEMENT I WAS AMBITIOUS ENOUGH TO LEARN HUMAN RESOURCE CONSULTING, ASSISTED THE COMPANY AND ITS CLIENTS IN IMPLEMENTING, UPDATING AND MAINTAINING ITS HUMAN RESOURCE EMPLOYEE DATABASE. I WAS, ALSO FROM TIME TO TIME INVOLVED IN RECRUITMENT, SELECTION, INTERVIEWING AND ORIENTATION/INDUCTION PROCESSES OF NEW EMPLOYEES, ASSISTED IN HANDLING SALARIES AND MANAGING APPRAISALS SYSTEMS.

1ST JULY, 2016 – 30TH SEPTEMBER, 2016.

ACCOUNTS RECEIVABLE CLERK,

TIGER TANKS TRINIDAD UNLIMITED.

IN THIS FIELD I PREFORMED DUTIES OF AN ACCOUNTS RECEIVABLE CLERK: CONTACTING CLIENTS FOR PURCHASE ORDERS, UPDATING REPORTS ON RENTALS AND INS AND OUTS OF CARGO CARRYING UNITS (CCUS), CREATING

BILLINGS FOR CLIENTS AND CHEQUE DEPOSITS AND LOGGINGS. CONTACTING CLIENT COMPANIES WITH BAD ACCOUNTS AND HIGH ACCRUEMENTS ON RENTAL OF CCUS.

JULY, 2012 – 30TH JUNE, 2016.

SALES AND SERVICE, CUSTOMER SERVICE AGENT (SENIOR),

AEROPOST TRINIDAD LIMITED.

BY SHOWING MY AMBITION AND THE INITIATIVE TO LEARN THE BUSINESS FROM THE DUTIES OF THE BOND WORKER TO THE DUTIES OF THE SENIOR SUPERVISOR, HERE IS WHERE I WORKED MY WAY FROM CUSTOMER SERVICE REPRESENTATIVE TO JUNIOR SUPERVISOR. THE DUTIES OF A JUNIOR SUPERVISOR INCLUDED ADMINISTRATIVE AND REPORTING DUTIES, ON-THE-FIELD SALES WORK, TRAINING AND COACHING OF NEW STAFF, SUPERVISING BRANCH OPERATIONS AND FILLING IN THE GAPS WHERE/WHEN NECESSARY.

1ST NOVEMBER, 2011 – 8TH JUNE, 2012.

TELLER,

SCOTIABANK TRINIDAD AND TOBAGO LIMITED (SBTT).

AT SBTT I STARTED OF MY CAREER IN ATTENDING TO CUSTOMERS IN THE CAPACITY OF TRAINEE TELLER, THEN TO TELLER. I RECEIVED TRAINING IN BANKING AND BANK FINANCIAL SERVICES OFFERED. IT WAS HERE I KNEW I ENJOYED AND EXCELLED IN INTERACTING WITH CUSTOMERS, AND PROVIDING EXCELLENT CUSTOMER SERVICE.

EDUCATION

AUGUST 2014

BSC (HONS) BUSINESS ADMINISTRATION, SPECIALIZED HUMAN RESOURCES,
UNIVERSITY OF LONDON – ROYAL HOLLOWAY VIA SCHOOL OF BUSINESS AND
COMPUTER SCIENCE.

Rank: Second Class – With Honors.

JULY 2011

CXC- CARIBBEAN ADVANCE PROFICIENCY EXAMINATION (CAPE),

MIRACLE MINISTRIES PENTECOSTAL HIGH SCHOOL.

Passed all examinations – five (5) subjects.

JULY 2009

CXC - CARIBBEAN SECONDARY EDUCATION CERTIFICATE (CSEC),

MIRACLE MINISTRIES PENTECOSTAL HIGH SCHOOL.

Passed all examinations – seven (7) subjects, inclusive of Mathematics and English Language.

SKILLS

- Computer Literacy - Advanced
- Web Page Design – Beginner

ACTIVITIES

- Gym
- Hiking
- Running
- Volunteer/Activist work – Cause: Youth Empowerment

REFERENCES

- **Mr. Ronald Rackal, Maintenance Superintendent,**
PotashCorp (PCS) Nitrogen Trinidad Limited.
Contact: (868) 681-4268/659-5507
- **Mr. Clarence Peters, Safety Officer (Retired),**
The National Gas Company of Trinidad and Tobago Limited,
Orinoco Drive, Point Lisas Industrial Estate, Couva.
Contact: (868) 636-5067
- **Mrs. Rhesa Ghany, Teacher III,**
Miracle Ministries Pentecostal High School, McBean, Couva.
Contact: (868) 299-7672
- **Navin Maharaj, Vice President, Pizza Hut.**
Prestige Holdings Limited.
Contact: (868) 681-8434

Past Employers:

- **Aeropost Trinidad Limited – Internal Reference**
Sarah Chan Pak, Senior Supervisor, Customer Service/Sales and Service
Contact: (868) 683-0285
- **Streamline Engineering and Management Solutions Limited - Internal Reference,**
Vishwanath Seecharan, Operations Director/STOW Manager
Contact: (868) 360-5718/320-7110
- **Tiger Tanks Trinidad Unlimited – Internal Reference**
Alanna Kokaram, Accounts Clerk/Supervisor
Contact: (868) 703-8063