

# ALICIA BEVERLY DEVENISH

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#51 FIRST PANCHOO LANE, EL SOCORRO | 267-4337 | aliciadevenish@yahoo.com

## OBJECTIVE:

To be part of a dynamic organization enhancing my customer service skills; while pursuing my goals in Public Relations on becoming a communication specialist.

## EDUCATION:

San Juan Senior Comprehensive (1994-1996)

Barataria Senior Comprehensive (1996-1997)

## QUALIFICATIONS:

- |                         |   |
|-------------------------|---|
| - OFFICE PROCEDURES     | 2 |
| - PRINCIPLE OF ACCOUNTS | 2 |
| - PRINCIPLE OF BUSINESS | 2 |
| - TYPING                | 3 |
| - ENGLISH               | 3 |
| - SOCIAL STUDIES        | 3 |

## PROFESSIONAL INSTITUTE OF MARKETING AND BUSINESS STUDIES

### COMPUTER LITERACY:

- MS WORD
- MS DOS
- EXCEL
- INTERNET

## SCHOOL OF INTERNATIONAL TRAVEL AND LANGUAGES:

### LCCI DIPLOMA LEVEL 3

- ADVERTISING (CREDIT)
- MARKETING (CREDIT)
- MARKETING (PASS)

## **COLLEGE OF SCIENCE OF TECHNOLOGY AND APPLIED ARTS:**

ASSOCIATES DEGREE PROGRAMME:

-PUBLIC RELATIONS AND JOURNALISM

## **INTEGRATED SECURITY SERVICES LIMITED:**

### **TRAINING:**

- DASPI AUTOMATION GATES INSTALLATION
- CCTV NETWORKING AND TRAINING PROGRAM
- NETWORKING AND PROGRAMMING OF DVR AND NVR SYSTEMS POWER SERIES OF V4.6 AND IP COMMUNICATIONS.

## **WORK EXPERIENCE:**

### **CUSTOMER SERVICE REPRESENTATIVE | KFC | 1998-2000**

- CASHIER
- HOME DELIVERY OPERATOR

### **DATA ENTRY OPERATOR | TOTAL SCANNING SOLUTIONS | 2000-2001 – PETIT BOURG**

- RESPONSIBLE FOR ENTERING BIRTHS, DEATHS AND MARRIAGE CERTIFICATES

### **SECRETARY/TYPIST LEO BARCLAYS ELECTRICAL SERVICES MARCH – JUNE 2001 DUNCAN STREET POS**

- ACCOUNTS PAYABLES
- TYPING
- STOCK TAKING
  
- **CUSTOMER SERVICES REPRESENTATIVE ALASKA DIARIES 2001-2003 –  
WOOD BROOK**
- CASHIER
- LOTTO OPERATOR

**CASHIER - D N J BUDGET MART 2003-2007 MARCH - SAN JUAN**

- HANDING OF INCOMING AND OUTGOING CASH FOR CLIENT
- WRITNG REPORTS
- CASHING ORDERS

**SENTRY- PROPERTY PROTECTORS LIMITED MARCH – OCTOBER, 2007 - WOOD BROOK**

- CAR TRACK OPERATOR
- RECPTIONIST
- PREPARTATION OF OFFICERS TIME SHEETS

**ACCOUNTS PAYABLES CLERK - AMERICAN STORES LIMITED 2007-2009 DUNCAN STREET PORT OF SPAIN**

- DATA ENTRY OPERATOR
- DISTRIBUTION OF CHEQUES
- FILING
- WORKING WITH THE CHIEF ACCOUNTANT

**CASHIER - LEES PHARMACY LIMITED JULY 2010 – JULY 2011 - ST AUGUSTINE**

- CASHING CUSTOMERS
- BALANCING THE DRAW AT THE END OF EVERY SHIFT
- PACKING OF SHELVES
- ROTATION OF STOCK

**CMS OPERATOR – TELECOM SECURITY SERVICES JULY 2011 – MAY 2012 WOOD BROOK**

- MONITORING OF RESIDENTIAL AND COMMERCIAL CLIENTS
- DISPATCHING TSU OFFICERS WHEN AN ALARM IS TRIGGERED
- FOLLOWING UP WITH CLIENTS FOR CUSTOMER SATISFACTION
- PETTY CASH BALANCING OF MONIES
- DISPATCHING MONIES TO OFFICERS

**CMS OPERATOR/ALARMS DIVISION SUPERVISOR/CEO ASSISTANT – FORTRESS  
SECURITY SERVICES LIMITED MAY 2012- MAY 2016 – TUNAPUNA**

**CMS OPERATOR DUTIES (8MTHS)**

- DATA ENTRY OF OFFICERS TIME
- FILING
- CALLING OF OFFICERS TO ENSURE THEY ARE ON THE LOCATION
- FINDING REPLACEMENTS FOR OFFICERS
- MONITORING OF ALARMS FOR COMMERCIAL AND RESIDENTIAL CLIENTS
- DISPATCHING OF TSU WHEN NECESSARY
- DISBURSEMENT OF MEALS TO OFFICERS
- BALANCING PETTY CASH
- SENDING OUT REPORTS
- HANDLING OF INCOMING AND OUTGOING CALLS

**ALARMS DIVISIONS (2 ½ YEARS)**

- CONTINUED OPERATIONS OF A CMS OPERATOR
- LIASING WITH ALL ALARMS CLIENTS RESIDENTIAL AND COMMERCIAL TO ENSURE PROPER SERVICE
- TENDERING FOR BURGLARY ALARMS, CCTV CAMERAS, ACCESS CONTROL, GATE INSTALLATION, BARRIERS AND SECURITY SERVICES.
- DISPATCHING OF TECHNICIANS WHEN NEEDED FOR INSTALLATIONS
- COLLECTION OF MONIES FROM CLIENTS (FOR MONITORING AND ARMED GUARD SERVICES)
- MONTHLY BILLINGS
- MAINTAINING ALARMS ACCOUNTS AND QUICK BOOKS
- SUPERVISING OPERATORS
- FILING
- MAINTENANCE OF SURGUARD AND ALARMS EQUIPMENTS
- TRAINING OF STAFF IN THE ALARMS DIVISION
- STOCK TAKING AND BALANCING
- ORDERING OF EQUIPMENT FOR CCTV CAMERAS, BURGLARY ALARMS, ACCESS CONTROL, BARRIERS, WALKING SCANNERS ETC LOCALLY AND INTERNATIONALLY
- RESEARCH FOR ITEMS AT THE BEST PRICES, REPORTS (ISSUING DAILY, MONTHLY AND WEEKLY)
- CREATING OF DEPARTMENT PORT FOLIO
- SENDING OF QUOTATIONS FOR CLIENTS
- WORKING WITH QUICK BOOKS

### **CEO EXECUTIVE ASSISTANT (8 MONTHS)**

- KEEPING APPOINTMENTS FOR THE CEO
- WORKING WITH CEO FOR NEW CONTRACTS
- CONTINUED RESPONSIBILITY FROM THE ALARMS DIVISION
- SENDING OF QUOTATIONS FOR EXECUTIVE CLIENTS
- FILING
- SENDING OF EMAILS INTERNALLY AND EXTERNALLY
- REPORTS
- TAKING OF MINUTES
- WORKING WITH MARKETING DEPT AND IT MEMBERS FOR AWARENESS AND PR FOR THE ORGANISATION ETC.

### **HOBBIES:**

- READING
- DRAMA
- SINGING
- BAKING

### **REFERENCES:**

SGT GISELLE LEWIS      FORTRESS SECURITY SERVICES LIMITED    TUNAPUNA    -    685.7010

CEO CARLOS NEPTUNE    FORTRESS SECURITY SERVICES LIMITED    TUNAPUNA    -    321-9052

MS JUNO BIBBY (HR MANAGER) SUNNY GROUP OF COMPANIES    PORT OF SPAIN    -    387-0461

