

14th December, 2017

The Human Resource Manager

Dear Sir/Madam

Re: Available Vacancies with the Human Resources/ Business Department

I am writing to you with an interest in employment at your organization. I have selected your organization as a place of career interest and would like to be considered for any suitable vacancies you may have within your organisation in the Human Resource or Business Department for which I may be suitably qualified.

I have a keen interest in further enhancing my skills and competencies in this field and I am confident that I can add value to your organisation through my acquired knowledge and will be honoured to be able to do so while contributing to the growth and success of your organisation.

I achieved a Diploma Level four (4) in Business Management at Association of Business Executives (ABE) CTS College. I am prepared to work hard to contribute positively to the Company's growth and profitability. I am confident that I will approach all duties assigned to me with the desired levels of professionalism, diligence and integrity. Should you require any additional information please do not hesitate to contact me at the under note.

In addition to my formal qualifications I am well versed in popular computer applications such as the Microsoft Office Suite (Word, Excel, Power Point, Access, Internet Explorer).

I have enclosed my resume together with copies of my qualification for your perusal. Thank you in advance for your consideration and I look forward to discussing any employment opportunities you may have for which my knowledge, skills and abilities can match at your convenience.

Yours sincerely,

MELISSA HAMILTON
#3 Claire Street, Montrose,
Chaguanas

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#3 Claire Street, Montrose, Chaguanas
318-7387 | melissahamilton64@yahoo.com

Executive Summary

A passionate individual with the drive to provide quality service to all stakeholders.

Core Professional Strengths

Vision | Charismatic | Compassionate | Team Player

Work Experience

ORGANIZATION: GOPAULCHAN RESIDENCE

POSITION HELD: Patient Care Giver

DURATION: January 2016 – August 2016

DUTIES:

- Patient attendance, grooming and nutrition.
- Patient record keeping, filing and record updates.
- Assisting in medical nursing of patients: physical therapy, medication administering, etc.
- Accompany all patients during health centers, hospital and clinic visits.

ORGANIZATION: KIMA'S BEAUTY SALON

POSITION HELD: RECEPTIONIST

DURATION: May 2015 – November 2015

DUTIES:

- Record keeping, filling and record updates.
- Handle complaints, provide appropriate solutions.
- Prepare invoices, handle cash when needed.
- Maintain office supplies, schedule appointments
- Maintain customer relationship, give support to staff when need.

ORGANIZATION: Digicel Group (2016)

POSITION HELD: Customer Care Agent

DURATION: Current employer

DUTIES:

- Manage customer complaints through phone calls and emails.
- Assist department in various customer retention strategies.
- Assist customer with general mobile troubleshooting queries.
- Documentation of all customer inquiries and queries.
- Conducting quality assurance checks.
- Providing inbound and outbound customer support to the business

Appointment Agent

- Contact potential customer to meet sales associates for mobile products and services

ORGANIZATION: SHAFFIES DELIGHT

POSITION HELD: Customer Service Representative

DURATION: February 2013 – April 2015

DUTIES:

- Keep records of customer interactions, process customer accounts
- Record keeping, filing and record updates.
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.
- Build sustainable relationships of trust through open and interactive communication.

ORGANIZATION: GAPP PROGRAMME

POSITION HELD: Patient Care Giver

DURATION: July 2012 to January 2013

DUTIES:

- Patient attendance, grooming and nutrition.
- Patient record keeping, filing and record updates.
- Assisting in medical nursing of patients: physical therapy, medication administering, etc.
- Accompany all patients during hospital and clinic visits.

ORGANIZATION: St. Augustine Retirement Home for the Aged

POSITION HELD: Patient Care Giver

DURATION: July 2011 to August 2012

DUTIES:

- Patient attendance and care.
- Update and manage all patient records
- Nursing of special needs patients
- Aid in administering medications and food diets

ORGANIZATION: Double H Beauty Salon

POSITION HELD: Cashier

DURATION: September 2007- February 2011

DUTIES:

- Attending customers, providing excellent service to all customers.
- Accounting for monies at the end of the day's work.
- Record keeping, maintaining daily sales target.

Education

QUALIFICATIONS:

Currently pursuing ABE Diploma Level 5 in Business Management @ CTS Collage (2017)

- Marketing, Policy, Planning and Communication
- Human Resource Management
- The Business Environment
- Organizational Behavior
- Financial Accounting
- Quantitative Methods For Business Management
- Economics For Business
- Managing The Customer Relationship

ABE Diploma Level 4 in Business Management @ CTS Collage (2016)

- Introduction To Quantitative Methods
- Introduction To Business
- Introduction To Accounts
- Introduction To Business Communication

CXC

- Human and Social Biology
- Principles of Business

OTHER CERTIFICATIONS:

- Certificate in academic writing skills @CTS college (2017)
- Certificate in Computer Literacy @ CTS Collage (2016)
- Certificate in Payroll and Taxation Management @ CTS Collage (2016)
- Certificate in Supervisory Management @ CTS Collage (2015)
- Certificate in First Aid, CPR, AED @ Be-Safe Safety (2015)
- Certificate in elderly care @ the women in harmony program (2011)
 - Basic Anatomy and Physiology
 - The Role of the Caregiver
 - Life skills For Geriatric Caregivers
 - Occupational/Physical Therapy
 - Health Care of the Geriatric
 - Body Mechanics
 - Chronic Diseases
 - Environmental Safety
 - Communication

Skills

- Data Entry
- Customer centric
- Typing
- Works independently also in group

Reference

- Marven Victor
Support manager (Digicel current employer)
Tel: 1868361-1806
- Ann-Marie Gopaulchan
Gopaulchan Residence (Pervious Employer)
Tel: 799-0227
- Wesley Superville
Warehouse Attendant
Tel: 367-9897
- Terrance Miller
Airport Coordinator
Tel: 686-0336
- Ravi Ragoonath
CTS College of Business and Computer Science Ltd
Academic Director
Tel: 777-1294