

CLIVIA NEPTUNE
#1 Bamboo Hill Trace
Les - Coteaux
Tobago
Email: clivia.nept@gmail.com
Mobile#: 868-481-9345 / 868-328-7856

OBJECTIVE: To secure a position in a dynamic environment which offers me job stability whereby I can utilize, perform and accomplish goals, as well as enhance my knowledge and skills while contributing to the development of the organization.

EDUCATIONAL BACKGROUND:

- ❖ CTS College of Business and Computer Studies (2013 – 2015)
- ❖ ROYTEC (2010 – 2012)
- ❖ Signal Hill Senior Comprehensive
- ❖ Scarborough Secondary School

QUALIFICATIONS:

- ❖ CXC Ordinary Levels in:
 - Principles of Business Grade: 3
 - Principles of Accounts Grade: 3
 - Mathematics Grade: 2
 - Social Studies Grade: 2
 - English Grade: 1
- ❖ ABMA Level 6 (Advanced) Diploma in Computing & Information Systems

ACHIEVEMENTS:

Introduction to Public Relations - Cipriani College of Labour and Co operative studies.

- The benefits of Public Relations as it relates to organizations and effective advertising.
- Roles of Public Relations Officers and Career paths.
- Case studies –planning, developing and implementing strategies
- History and Industrial Relations laws.

Graduate of the RBTT Apprenticeship Program (R.A.P) Jul 2008

- Customer Service, Care and Quality.
- Professional enhancement.
- Telephone etiquette.
- Written and Oral communication.
- Banking Procedures, Legalities and Formalities.
- Customer Service duties related to RBTT's Teller Services and Systems.
- Performance assessments through practical and theory exams.

CLIVIA NEPTUNE

WORK EXPERIENCE:

Division of Education, Youth Affairs and Sport (*Jan 2012 - present*)

- Business Operations Assistant 1 – Assists the Principal in Administrative duties (plans and manages meetings or workshops, performs routine accounting duties, opens, sorts and routes mail, attends to queries, prepares time sheets, secures and maintains school records, inventory and property , other related duties)

Division of Settlements and Labour (*Feb-Aug 2010*)

- Clerical Officer – provided secretarial duties for the Director of the Department of Settlements (managed meetings, sorted, routed and filed documents, assisted the public with queries, prepared correspondences as advised and other related duties)

RBTT Bank Limited (*2008 – 2009*)

- Customer Service Representative (cash) - Teller Services (Deposits, Withdrawals, Closing accounts, Referrals, Wire Transfers, Money gram transactions, Night Safe services etc)

Trico Industries Limited (*2003-2006*)

- Customer Service Representative – (Bill Payments, Account Activations, Account Updates, Customer Queries etc)

CURRENT PERSUITS:

- Bachelor of Science Degree in Economics – University of the Southern Caribbean
- CompTIA A+ and Network + Certifications

SKILLS:

- Type Writing [30 w/pm]
- Computer Literate – Mastery in Microsoft Office Applications and Networking
- Creative Writing
- Experience with MYOB Accounting Systems
- Ability to Multi-task
- Over five (5) years working experience in Customer Service

INTERESTS:

Technology; Sports; Travelling; Customer Service & Cosmetology.

REFERENCES:

Available upon request