

Name: **AMANDA MAHANGOO-RAMPERSAD**
Address: **#610 Maharaj Boulevard, Reform Village**
Contact No: **341-0014**
Email: **mahangooa@gmail.com**
Nationality: **Trinidadian**
Date of Birth: **January 22nd, 1985**
Status: **Married**

Skills

- Professional Phone Etiquette.
- Excellent Oral and Written Communications.
- Team Player.
- Adaptable.
- Excellent Planning and Organizational Skills.
- Experience with Microsoft Office Suite.

Work Experience

FRANKLYN & ERROL ELECTRICAL SERVICE CO. LTD.

June 2016 – Present

Office Assistant

- Coordinate and organize appointment and meetings.
- Updates and maintain database such as mailing lists, contact list and client information.
- Assisting team members with day-to-day marketing tasks and coordinating marketing projects and activities as requested.
- Typed confidential letters, reports and correspondences.
- Monitor and maintain office supplies.
- Keep office area clean and tidy.

LDS ELECTRICAL SERVICE CO. LTD.

Sept 2015 – May 2016

Administrative Assistant

- Answer all incoming calls and directed them to the respective persons/department.
- Relays proper message when party is not available..
- Assisted employees with placing outgoing calls.
- Records all incoming faxes and distributed accordingly.
- Typed all envelopes for mailing..

DSM SALES & MARKETING LTD.

Sept 2007 – August 2015

Customer Service Representative

- Maintained productive relationships with clients and vendors.
- Maintained computer and physical filing systems.
- Prepared invoices and processed incoming payments.
- Created purchased orders and follow-through with deliveries.
- Resolved customer concerns promptly to maintain satisfaction.
- Obtained and evaluated credit information about prospective customers.
- Consulted with clients after sales and contract signing to resolve problems and provide ongoing support.

SAMLALSINGH'S BUSINESS CENTER

April 2005 – August 2007

Cashier / Counter Sales Clerk

- Greeted customer promptly.
- Received customer payments.
- Completed purchases using Point of Sale systems.
- Totaled bills and calculated taxes.
- Trained new cashiers on procedures, customer service and sales techniques.
- Assisted on sales floor as needed to maintain service standards.
- Responded to internal and external requests for information.
- Upheld confidentiality of all information.

Educational Background

LCCI Certificate – 2007

- Marketing
- Sales and Selling
- Public Relations

Certificate in Computer Literacy – 2006

- MS Word
- MS Excel
- MS Powerpoint
- MS Publisher
- MS Access

Caribbean Examination Council (CXC): Business Studies – 2004

MARABELLA SENIOR COMPREHENSIVE SCHOOL

- English Language – Grade 2
- Mathematics – Grade 3
- Principles of Accounts – Grade 3
- Principles of Business – Grade 3
- Social Studies – Grade 3

Reference

Mr Robert Caesar
HSSE Manager at Tucker Energy Services
361-3242

Mrs Gail Percival
Proprietor of SGSS Custom Embroidery
379-8803