

Atiba Downes

Address: #15 Haig Street, Carenage

Contact Number: 868-359-3593

E-mail: atibadownes@hotmail.com

Career Objectives: To seek a position that will utilize my knowledge, skills and abilities to promote the goals of the organization.

Education

UWI School of Business and Applied Studies Limited (ROYTEC), Port of Spain

- Business Administration Degree Programme (A.S., BBA) – Jan 2014 – Present
- Diploma in Marketing and Sales Management – 2013

Trinidad and Tobago Hospitality and Tourism Institute (THTI), Chaguaramas

- Associates Degree in Sports Tourism and Management – 2012

Sprint Wireless Company, USA/ DirecOne International Limited, Chaguaramas

- Certificate in Customer Service – 2004

Technical Skills

Technical

- Demonstrated teaching and lecturing abilities
- Demonstrated sales and communication abilities
- Excellent customer service skills
- Excellent interpersonal, organizational, and time management skills
- Computer office suite literacy at an intermediate level
- Licensed driver with personal vehicle and a safe driving record

Experience

Managerial

- Analyzed operating procedures and upgraded processes where necessary to allow for the most cost efficient operations
- Ensured department and team activities were consistent with the goals and objectives
- Monitored staff's daily duties to ensure adherence to company policies and procedures
- Communicated consistently with customers to ensure satisfaction in keeping with organizational goals and objectives
- Established contingency plans in the event of a system breakdowns to ensure seamless execution of orders

Marketing and Sales

- Assisted in the development and implementation of company marketing plan
- Coordinated and executed all marketing events and activities
- Gathered and analyzed market trends based on customer sales and other research data
- Implemented strategic methods to increase sales through various marketing efforts
- Met sales targets
- Made appointments to meet potential and existing customers
- kept in contact with existing customers so as to maintain relationships
- Made presentations to promote new products and special deals

Lecturing

- Delivering lectures and tutorials
- Developing and implementing new methods of teaching to reflect changes in research
- Designing, preparing and developing teaching materials
- Meeting with students on a one on one basis to discuss and plan a course of action for improvements in their work
- Assessing students' coursework
- Setting and marking examinations

Training and Development (Facilitating)

- Conducted and periodically reviewed contents of the initial training for all new higher trainees
- Developed and conducted continuing education materials for existing employees to help prepare them for cross department roles
- Developed and conducted continuing education materials for current employees who did not meet sales targets
- Developed and implemented client-specific scripts for all employees
- Evaluated clients training requirements and established training goals for all employees
- Worked with the training manager to develop and facilitate motivational activities

Work History:

- Lecturer (Part time) – Trinidad and Tobago Hospitality and Tourism Institute, Chaguaramas – 2014-Present
- Marketing Coordinator – Alstons Shipping Limited (Member of the ANSA McAL Group of Companies), Port of Spain – 2013-2015
- Manager (Promoted) – The Fitness Center Limited, Arima – 2010-2012
- Fitness Instructor – The Fitness Center Limited, Maraval – 2009-2010
- Trainer/Facilitator (Promoted) – DirecOne International Limited, Chaguaramas – 2003-2007

References:

Mr. Omari Felix
Training Manager
DirecOne International Limited
Telephone: 868-472-5983

Ms. Kai Dyer
Human Resources Officer II (Ag.)
South West Regional Health Authority (SWRHA)
Telephone: 868-761-6370