

SB

SHIVON G BELGRAVE

121 TORRIB TRACE NEW GRANT PRINCES TOWN, TRINIDAD
CUSTOMER SERVICE

OBJECTIVE

Highly motivated self-starter seeking work to utilize analytical, technical, and communicative skills, as well as cash handling experience to support management and help ensure smooth running of the organization.

SKILLS

~Very Proficient~

MS Office (Word, Excel & Power Point)

~ Familiar~

Peach Tree Accounting, Lotus 123, & MS Access

~ Working Knowledge~

ARCO, System 21, Opera and computer savvy

Outstanding Customer Services
Quality Standards for Services
Resolving Conflicts and Negotiation
Time Management

EXPERIENCE

Administrative Assistant

Metropolitan Management Washington, DC 2015 to 2016

Ramada Plaza LaGuardia Corona, NY 2005 to 2005

University of Delaware Newark, DE 2001 to 2003

- Planned, organized, coordinated, managed and budgeted events for 50 people on a monthly basis offered superior customer services
- Assisted with meeting room set-ups and Office Management
- Customer Service/Crowd Control/Registration, maintaining an orderly flow of attendees to and from sessions
- Document Preparation for registration packets, client displays and forms
- Telephone and administrative support, including some HR functions
- Developed, analyzed new strategies to our services
- Functioned as a liaison with vendors and potential clients for property showings and events preparation
- Responsible for all VIP services and special arrangements for these guest

Front Desk Clerk

Hyatt Arlington Arlington, VA 2008 to 2010

Embassy Suites Hotel Newark, DE 2000 to 2001

- PBX operator for all incoming calls and guest requests
- Coordinated and verified guest folios
- Balanced, audited and reported cash register and other daily transactions



SHIVON.BELGRAVE@GMAIL



H: 1-868-655-1169



1-868-344-8779



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- Managed checking in and out of guests, administrative duties, room changes and posting of charges
- Responsible to handle and resolve guest complaints, concerns, and follow ups

Cahier/Stocker

Aramark Campus Dining Newark, DE 2000 to 2002

East End Lumber Hardware St. Thomas, VI 1997 to 1999

- Received goods and verified invoices accuracy
- Processed different types transactions for sales on POS system, including cash, cards and POAs
- Balanced, audited and reported cash register and other daily transactions
- Participated in shelf inventory and displaying of goods
- Responsible to handle and resolve guest complaints, concerns, and follow ups

EDUCATION

**HOTEL, RESTAURANT & INSTITUTIONAL MGNT (B.S) • 2006 •
UNIVERSITY OF DELAWARE**

Strayer University Arlington, VA 2008
Master in Business - (1 year)

Penn State University State College, PA 2003
Certificate - Minorities Access to Research Careers



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May 9, 2017

Massy Store - Marabella
Human Resources Department
39A Wrightson Rd
Port of Spain, Trinidad
PH: 868-609-4456

Dear Hiring Manager,

I am writing to express my interest in acquiring a position at Massy Stores. The company's excellent reputation for high quality in both products and service, not to mention the dynamic diversification of the organization has masterfully executed has made it a desirable place of employment.

My customer service background extends over 10 years during which I have been able to develop my communication skills that I am able to communicate with individuals of different levels. In addition, I am trained in different sales and marketing techniques, principles of customer retention and First call resolution to mention a few. All of which can be modified and applied to achieve not just the company's goals, but also to improve morale overall for everyone involved.

I would appreciate the opportunity to meet with you or a representative in person to discuss any job openings with this organization or its holdings. I believe that within your hands I can be used effectively and grow as well for both our benefit.

Thank you for your time,

Respectfully,
Shivon G. Belgrave



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