

ALICIA BEVERLY DEVENISH

#51 FIRST PANCHOO LANE, EL SOCORRO | 318-6796 | aliciadevenish@yahoo.com

OBJECTIVE:

To be part of a dynamic organization enhancing my customer service skills; while pursuing my goals in Public Relations on becoming a communication specialist.

EDUCATION:

San Juan Senior Comprehensive (1994-1996)

Barataria Senior Comprehensive (1996-1997)

QUALIFICATIONS:

- | | |
|-------------------------|---|
| - OFFICE PROCEDURES | 2 |
| - PRINCIPLE OF ACCOUNTS | 2 |
| - PRINCIPLE OF BUSINESS | 2 |
| - TYPING | 3 |
| - ENGLISH | 3 |
| - SOCIAL STUDIES | 3 |

PROFESSIONAL INSTITUTE OF MARKETING AND BUSINESS STUDIES

COMPUTER LITERACY:

- MS WORD
- MS DOS
- EXCEL
- INTERNET

SCHOOL OF INTERNATIONAL TRAVEL AND LANGUAGES:

LCCI DIPLOMA LEVEL 3

- ADVERTISING (CREDIT)
- MARKETING (CREDIT)
- MARKETING (PASS)

COLLEGE OF SCIENCE OF TECHNOLOGY AND APPLIED ARTS:

ASSOCIATES DEGREE PROGRAMME:

-PUBLIC RELATIONS AND JOURNALISM

INTEGRATED SECURITY SERVICES LIMITED:

TRAINING:

- DASPI AUTOMATION GATES INSTALLATION
- CCTV NETWORKING AND TRAINING PROGRAM
- NETWORKING AND PROGRAMMING OF DVR AND NVR SYSTEMS POWER SERIES OF V4.6 AND IP COMMUNICATIONS.

WORK EXPERIENCE:

CUSTOMER SERVICE REPRESENTATIVE | KFC | 1998-2000

- CASHIER
- HOME DELIVERY OPERATOR

DATA ENTRY OPERATOR | TOTAL SCANNING SOLUTIONS | 2000-2001 – PETIT BOURG

- RESPONSIBLE FOR ENTERING BIRTHS, DEATHS AND MARRIAGE CERTIFICATES

SECRETARY/TYPIST LEO BARCLAYS ELECTRICAL SERVICES MARCH – JUNE 2001 DUNCAN STREET POS

- ACCOUNTS PAYABLES
- TYPING
- STOCK TAKING

- **CUSTOMER SERVICES REPRESENTATIVE ALASKA DIARIES 2001-2003 –
WOOD BROOK**
- CASHIER
- LOTTO OPERATOR

CASHIER - D N J BUDGET MART 2003-2007 MARCH - SAN JUAN

- HANDING OF INCOMING AND OUTGOING CASH FOR CLIENT
- WRITNG REPORTS
- CASHING ORDERS

SENTRY- PROPERTY PROTECTORS LIMITED MARCH – OCTOBER, 2007 - WOOD BROOK

- CAR TRACK OPERATOR
- RECPTIONIST
- PREPARTATION OF OFFICERS TIME SHEETS

ACCOUNTS PAYABLES CLERK - AMERICAN STORES LIMITED 2007-2009 DUNCAN STREET PORT OF SPAIN

- DATA ENTRY OPERATOR
- DISTRIBUTION OF CHEQUES
- FILING
- WORKING WITH THE CHIEF ACCOUNTANT

CASHIER - LEES PHARMACY LIMITED JULY 2010 – JULY 2011 - ST AUGUSTINE

- CASHING CUSTOMERS
- BALANCING THE DRAW AT THE END OF EVERY SHIFT
- PACKING OF SHELVES
- ROTATION OF STOCK

CMS OPERATOR – TELECOM SECURITY SERVICES JULY 2011 – MAY 2012 WOOD BROOK

- MONITORING OF RESIDENTIAL AND COMMERCIAL CLIENTS
- DISPATCHING TSU OFFICERS WHEN AN ALARM IS TRIGGERED
- FOLLOWING UP WITH CLIENTS FOR CUSTOMER SATISFACTION
- PETTY CASH BALANCING OF MONIES
- DISPATCHING MONIES TO OFFICERS

**CMS OPERATOR/ALARMS DIVISION SUPERVISOR/CEO ASSISTANT – FORTRESS
SECURITY SERVICES LIMITED MAY 2012- MAY 2016 – TUNAPUNA**

CMS OPERATOR DUTIES (8MTHS)

- DATA ENTRY OF OFFICERS TIME
- FILING
- CALLING OF OFFICERS TO ENSURE THEY ARE ON THE LOCATION
- FINDING REPLACEMENTS FOR OFFICERS
- MONITORING OF ALARMS FOR COMMERCIAL AND RESIDENTIAL CLIENTS
- DISPATCHING OF TSU WHEN NECESSARY
- DISBURSEMENT OF MEALS TO OFFICERS
- BALANCING PETTY CASH
- SENDING OUT REPORTS
- HANDLING OF INCOMING AND OUTGOING CALLS

ALARMS DIVISIONS (2 ½ YEARS)

- CONTINUED OPERATIONS OF A CMS OPERATOR
- LIASING WITH ALL ALARMS CLIENTS RESIDENTIAL AND COMMERCIAL TO ENSURE PROPER SERVICE
- TENDERING FOR BURGLARY ALARMS, CCTV CAMERAS, ACCESS CONTROL, GATE INSTALLATION, BARRIERS AND SECURITY SERVICES.
- DISPATCHING OF TECHNICIANS WHEN NEEDED FOR INSTALLATIONS
- COLLECTION OF MONIES FROM CLIENTS (FOR MONITORING AND ARMED GUARD SERVICES)
- MONTHLY BILLINGS
- MAINTAINING ALARMS ACCOUNTS AND QUICK BOOKS
- SUPERVISING OPERATORS
- FILING
- MAINTENANCE OF SURGUARD AND ALARMS EQUIPMENTS
- TRAINING OF STAFF IN THE ALARMS DIVISION
- STOCK TAKING AND BALANCING
- ORDERING OF EQUIPMENT FOR CCTV CAMERAS, BURGLARY ALARMS, ACCESS CONTROL, BARRIERS, WALKING SCANNERS ETC LOCALLY AND INTERNATIONALLY
- RESEARCH FOR ITEMS AT THE BEST PRICES, REPORTS (ISSUING DAILY, MONTHLY AND WEEKLY)
- CREATING OF DEPARTMENT PORT FOLIO
- SENDING OF QUOTATIONS FOR CLIENTS
- WORKING WITH QUICK BOOKS

CEO ASSISTANT (8 MONTHS)

- KEEPING APPOINTMENTS FOR THE CEO
- WORKING WITH CEO FOR NEW CONTRACTS
- CONTINUED RESPONSIBILITY FROM THE ALARMS DIVISION
- SENDING OF QUOTATIONS FOR EXECUTIVE CLIENTS
- FILING
- SENDING OF EMAILS INTERNALLY AND EXTERNALLY
- REPORTS
- TAKING OF MINUTES
- WORKING WITH MARKETING DEPT AND IT MEMBERS FOR AWARENESS AND PR FOR THE ORGANISATION ETC.

HOBBIES:

- READING
- DRAMA
- SINGING
- BAKING

REFERENCES:

SGT GISELLE LEWIS FORTRESS SECURITY SERVICES LIMITED TUNAPUNA - 685.7010

CEO CARLOS NEPTUNE FORTRESS SECURITY SERVICES LIMITED TUNAPUNA - 321-9052

MS JUNO BIBBY (HR MANAGER) SUNNY GROUP OF COMPANIES PORT OF SPAIN - 387-0461

