

JANELLE BRAZER

LOT# D41 HUMMINGBIRD AVENUE PHASE 3, MALABAR, ARIMA
Cell: 7937249 - donnabrazar1@gmail.com

PROFESSIONAL SUMMARY

Motivated and dedicated customer service specialist with over 15 years experience in a fast-paced, team-based environment. Experienced Cashier with excellent communication skills. Detail-oriented, friendly and hardworking.

SKILLS

- Exceptional communication skills
 - Creative problem solver
 - MS Windows proficient
 - Proficient in cash management
 - Cash flow management
 - Dedicated and hard-working
 - Works well under pressure
 - Professional and mature
 - Exceptional interpersonal communication
 - Skilled trainer
 - Adherence to high customer service standards
 - Customer-focused
 - Computer literate
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WORK HISTORY

01/1998 to 04/2004

CUSTOMER AND FOOD SERVICE REPRESENTATIVE

PRESTIGE HOLDINGS LIMITED – KENTUCKY FRIED CHICKEN [ARIMA]

- Greeted customers and provided excellent customer service.
- Cross-trained and coordinated scheduling with team members to ensure seamless service.
- Handled currency and credit transactions quickly and accurately.
- Was assigned to the training of new staff members.
- Maintained high standards of customer service during high-volume, fast-paced operations.
- Trained for supervisory position.

10/2004 to 06/2009

PRODUCTION LINE WORKER/MACHINE OPERATOR

ASSOCIATED BRANDS INDUSTRIES LIMITED – PRINTERVILLE, OFF O'MEARA ROAD

- Responsible for achieving production requirements.
- Maintained necessary level of communications between shifts.
- Trained staff to perform assembly and manufacture of product.
- Ensured that all health and safety guidelines were followed.
- Made sure that products were produced on time and are of good quality.
- Oversaw the production process and managed the production schedule.
- Prepared and maintained production reports and personnel records.

06/2009 to 11/2010

SENIOR MACHINE OPERATOR

GRAND BAY PAPER PRODUCTS LIMITED formerly UNICELL CARIBBEAN PAPER MILLS LIMITED – O'MEARA INDUSTRIAL ESTATE

- Set and monitored product standards, examining samples of raw products and processing tests, to ensure the quality of all finished products.
- Supervised and motivated staff and management.
- Prepared and maintained production reports and personnel records.
- Reviewed processing schedules and production orders concerning inventory requirements, staffing requirements, work procedures and duty assignments, considering budgetary limitations and time constraints.

PROMOTIONAL DIVISION SUPERVISOR/MACHINE OPERATOR

JOHNSON & JOHNSON [TRINIDAD] LIMITED – CHURCHILL ROOSEVELT HIGHWAY, TRINCITY

- Managed documentation of and training on production procedures and work instructions.

- Maintained and communicated daily productivity and shipment reports for all departments.
- Immediately addressed all expired product dispositions.
- Managed product quality to guarantee compliance with quality policies, procedures and systems.
- Implemented performance, quality and efficiency measures to achieve aggressive production goals.

07/2011 to 12/2011

FRONT-STORE CUSTOMER SERVICE/CASHIER

HCL GROUP OF COMPANIES trading as TRU VALU – TRINCITY

- Provided an elevated customer experience to generate a loyal clients.
- Assisted customers with food selection, inquiries and order customization requests.
- Developed reputation as an efficient service provider with high levels of accuracy.
- Dedicated to continuously improving sales abilities and product knowledge.
- Trained and directed new hires during department orientations.
- Efficiently operated cash register and handled cash, checks, and charge transactions.

06/2013 to 10/2013

FRONT-STORE CUSTOMER SERVICE/CASHIER

HCL GROUP OF COMPANIES trading as TRU VALU – VALPARK

- Pleasantly and courteously interacted with customers.
- Maintained high standards of customer service during high-volume, fast-paced operations.
- Strictly followed all cash, security, inventory and labor policies and procedures.
- Reported to each shift on time and ready to work.
- Efficiently operated cash register and handled cash, checks, and charge transactions.

EDUCATION

1995

CXC O' LEVELS: BUSINESS STUDIES

ST. AUGUSTINE SENIOR SECONDARY COMPREHENSIVE SCHOOL - ST. AUGUSTINE

MATHEMATICS/GENERAL/2
 ENGLISH/GENERAL/2
 SPANISH/GENERAL/2
 ACCOUNTS/GENERAL/2
 HISTORY/GENERAL/3
 ECONOMICS/GCE/GRADE B

CERTIFICATIONS

BEAUTY THERAPY
 HAIR-DRESSING

REFERENCES

MR. EDMUND SORRILLO
 GRAND BAY PAPER PRODUCTS
 PRODUCTION-LINE SUPERVISOR
 307-9974

MS. ELDICA MADIERA
 BUSINESS MANAGER
 #2 JERNINGHAM AVENUE, ARIMA
 682-8013

MS. LESLEY JOHNSON
STORE MANAGER
TRU VALU
487-0996