

# ALIANA PERMANAND

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## *Career Objective:*

To ensure a suitable position which would commensurate with my unique skill set, knowledge and experience in a dynamic environment offering challenges, where I can add value to the organization.

## *Work Experience:*

**CLAMENS & ASSOCIATES 200 LTD**

**2014 to Present**

***Sales Clerk/ Customer Service Representative of the Residential Department (Air Condition System)***

## *Key responsibilities and duties:*

- Responsible for the settlement of all warranty systems.
- Responsible for conducting sales.
- Preparation of invoices using Peachtree accounting software.
- Ensuring timely delivery of products to customers.
- Dealing with customer's queries.
- Preparation of sales report and stock report.
- Assisting with receptionist duties (answering telephone and relaying messages)
- Preparation of quotations and ensure follow-ups are done in a timely manner.

***SERVISAIR TRINIDAD AND TOBAGO LIMITED***

***2008 to 2014***

***CUSTOMER SERVICES REPRESENTATIVE / LEAD AGENT***

***Key responsibilities and duties:***

- Assigning specific roles and functions for team members.
- Assist with the check-in of passengers.
- Assist in the departure and arrival of passengers.
- Responsible for the preparation of documents for the departure of a flight.
- Responsible for receiving all incoming documents on inbound flights.
- Responsible for preparing a time sheet for employees.
- Responsible for dealing with any issues with staff members on my shift.
- Maintaining excellent customer services at all times.

***DON MIGUEL HINDU SCHOOL (OJT PROGRAMM)***

***2007 to 2008***

***CLASSROOM ASSISTANT***

***Key responsibilities and duties:***

- Assisting in the preparation for documents to be used.
- Assisting when the teacher was absent.
- Assisting in the correction of school work.
- Assisting with basic clerical duties.

***Education:***

San Juan Presbyterian Primary School	1995-2002
ST.JOSEPH'S COLLEGE	2002-2007

***Qualifications:***

<b><i>C.X.C CERTIFICATE</i></b>	<b><i>GRADE</i></b>
English	General-III
Principle of Business	General-III
Human and Social Biology	General-III

***Training:***

Introduction to OSHA- Cipriani Labour College

Customer Service

First Aid

Computer Literacy (Level 1)

U.S Customs and Border Protection (Carrier Liaison Program)

**Other Interests:** Reading, Interior Decorating and Interacting with people.

***References:***

Mrs.Mintra Bipat

Republic Bank- Loans Officer

Contact number: 762-9124

Mr.Lester Paul

Coordinator -Servisair Trinidad and Tobago Limited

Contact number: 362-4721

Mrs.Amoy Harvey

Clamens & Associates 2000 Ltd –Sales Supervisor

Contact number: 295-0086