

Natalie Bazil

22 Sanora Park

Point Cumana, North West Trinidad

7939691

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Massy Stores

Highland Plaza

Glencoe

Dear **Human Resources Manager**:

Are you looking for a **Cashier** with:

- 2 years of hands-on experience in customer-service?
- Knowledge of the latest Microsoft technology?
- Excellent written and oral communication skills?
- A passion to learn and increase her skills?

If so, then you need look no further. You will see from my enclosed resume that I meet all of these qualifications and more.

I would very much like to discuss opportunities with **Massy Stores**. To schedule an interview, please call me at **7939691**. The best time to reach me is between **8AM** and **4PM**.

Thank you for taking the time to review my resume. I look forward to talking with you.

Sincerely,

Natalie Bazil

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Special Skills

- **2 years** in customer service, marketing events, and sponsorship.
- **2 years** in data entry and logging files
- **Knowledge** of CIS systems in customer service
- **Technical** certification and practical application of Microsoft Word, Microsoft Excel & Microsoft Powerpoint.
- **Excels** at listening to customer needs, articulating product benefits, and creating solutions that provide value to the customer.

Relevant Job Experience

2012-2013

TSTT, Marketing and Communications

Edward Street, POS

Receptionist

- Assisted with the planning of corporate events in urban communities e.g. Siparia Sports Day
- Built and maintained relationships with business owners throughout Trinidad and Tobago
- Assisted with reviewing events proposals and sending mass correspondence to customers on the status of their event proposals.
- Coordinated the receipt of estimates, invoices and cheques to the department.
- Assisted with mass-mail data management system, updating file logs and gathering information.

2008-2009

T.S.T.T.

Contact Centre Support (Nelson Exchange)

Customer Service Representative

- Researched and analysed call-trending reports, such as agent talk-time, call volumes per hour, calls answered within a period, and the nature of calls.
- Monitored agents for talk time and dialogue during call.
- Dealt with employees in the call centre and stores to gather information on general customer issues.
- Scheduled employees for the shift systems in the four departments of the contact centre.

Education and Training

2001

St Francois Girls College

English Literature-1, English A-2, History-2, Maths-3, Geography-3, & Principles of Business-3