

# Gabriella Roberts

Address - #23  
Pole Carew street Woodbrook  
Contact Number – 18683298932  
Email [-gabbyroberts1994@gmail.com](mailto:gabbyroberts1994@gmail.com)  
Date of birth – 18 January 1994

I am a very driven young woman with a passion to help others with over four years' experience in the telecommunication, sales and administrative field I have gained a world of experience in dealing with customers, companies and management of various levels.

I am a very quick learner and can adapt to many environment and settings.  
My time spent working at my most recent job allowed me to experience firsthand day to day customer service skills and training.

**Job History**    **Digicel Trinidad and Tobago** - Social Care Agent - Period September 2014 - October 2017

## **Responsibilities:**

- Responding to customers on a social media platform Facebook, Instagram, WhatsApp and Twitter.
- Contacting customers to advise them of their bill balances, accounts in arrears \ collections.
- Taking customer care calls and customer queries
- Making changes to accounts, plan upgrades and downgrades.
- Responding to customers email request and providing products and services for easy collection.
- Creating Rosters and daily task for departments.

**Ministry of the People and Social Development** - Office Assistance - Period October 2012 - September 2014

This OJT experience started at St. Agnes primary school I stayed there for three months as an assistant to the principal and then I was contacted to start at the Ministry of People and Social development as an Administrative Assistant.

## **Responsibilities:**

- Filling and preparing documents
- organizing meetings
- creating daily schedules
- writing reports
- distributing letters and cheques

**Payless shoe source Trinidad and Tobago** - sales clerk

Period July 2011- September 2012

**Responsibilities:**

- Cashing
- Stocktaking
- Assisting customers with selecting items
- Inventory checking
- applying deposits

## **Education History**

Diego Martin North Secondary      **2006 -2009**

St. James Government Secondary      **2009-2011**

Polytechnic Institute      **2011 -2012**

<b>Subjects</b>	<b>Grade</b>
Mathematics	4
English	3
Social Studies	3
Integrated Science	3
Food and Nutrition	2

References

**Laurel Ann Paul** – Digicel gencon supervisor

Contact – 18683960520

**Donna Richards** – Customer Care Executive

Contact – 18683901410