Lauren Gordon M :( 868)368-8283/768-8283 **E**:laurengordontt@yahoo.com

Personal Summary:

A dynamic, resourceful, extrovert individual who is comfortable with being the “go to” person for anything related to the smooth running of an office or department. Also I have a track record of coming up with practical improvement initiatives which enhance a company’s overall effectiveness and harness the talent and potential of its workers.

Areas of Expertise:

* Strategic planning
* Customer Service and satisfaction
* Ability to compile data and prepare reports.

Personal Abilities:

* Attention to detail and prioritise task
* Can work without supervision
* Ability to multitask and manged conflicting demands
* Able to work as part of a team and as a leader.

Work Experience:

* **Visiting Angels** (Living Assistance Services)

**Administrative Assistant** February 2011- Present

Responsible for organising, prioritising and delegating tasks effectively to ensure that all administrative work is managed competently and in accordance with the companies changing priorities and deadlines.

**Duties:**

* Provide general secretarial/ administrative support to management
* Train staff on customer service procedures and requirements
* Daily managing and delegating of up to fifteen (15 ) staff members
* Develop and implement market strategies
* Conduct customer reviews and queries to assist in evaluating caregivers performance
* Co-ordinate travel arrangements for staff and client
* Process sales enquires to a successful conclusion
* **The Occupational Safety and Health Agency (OSHA)**

**Hospitality Executive** January 2008- March 2014

Provided office management support services, at meetings and official social events.

**Duties:**

* Analyzed problems effectively and created innovative ideas for efficient service delivery
* Maintained a friendly and courteous customer service environment for staff and guests for conference, special occasions and meetings
* scheduled and organised locations and catering arrangements
* **Coco Reef Resort and Spa (Tobago)**

**Cook** January 2006

**Duties:**

* Responsible for assisting with the day to day running of the kitchen and with helping the cooks and chefs in preparing and storing food also involved in ensuring that food hygiene practice is observed in the entire kitchen area.

Key Skills and Competencies:

* Confident with IT and basic office software packages (word Excel, PowerPoint etc.)
* Excellent Administrative skills
* Setting up new and effective system and processes
* Tactfully manage difficult or emotional customers
* Assertive when dealing with people face to face and identify opportunities for improvement of customer service
* Calmly responding to accident and emergency situations
* Carrying out staff appraisals managing performance and discipline staff

Academic Qualifications:

* ABE level 5 Diploma Business Management - Currently pursuing
* ABE level 4 Diploma Business Management - School of Business and Computer Science Limited (2012)
* Caribbean Examination Council ( CXC ) General Proficiency : English A –II, Human and Social Biology – II , Principles of Business –II, Social Studies –III , Mathematics – III

Professional

* Computer literacy
* Proficient In Microsoft Office
* Customer Service
* Food Preparation
* Geriatric Nursing

References:

* **Mr. Allan Thomas**

Retired School teacher

**T:** 1-868-762-8260

* **Ms. Alicia Charles**

Communication Specialist

**T:** 1-868-751-7502

* **Mr. Kelvin Douglas**

Divisional Manager

**T:** 1-868-730-3245

**Lauren Gordon**

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