***PAMELA THECLA O’BRIEN***

***P O Box 4440***

***St. Ann’s, Port of Spain***

***Republic of Trinidad and Tobago.***

***868-342-7685/289-3871/775-0114***

***Pampam40@live.com***

***SUMMARY:***

Dynamic individual with strong communication skills and customer care experience. Empathy, dedication and loyalty are deeply ingrained in me. My background is diverse and being a fast learner I am always up for a challenge. I work well with others while also working consistently on my own.

***WORK HISTORY:***

**QUEENS HALL**

1 – 3 St. Ann’s, Port of Spain

**Usher (part time) 2011 – Present**

* *Possesses excellent customer service skills.*
* *Adept at treating with challenging situations.*

**TRINIDAD & TOBAGO ELECTRICITY COMMISSION**

63 Frederick Street, Port of Spain

**Clerk 11/Senior Clerk (Ag) 1991 – 2009**

* *Performed accounts payable and accounts receivable functions.*
* *More than 10 years experience in handling manual and computerized payroll processing and activities with team members.*
* *Ensured compliance with accounting deadlines.*
* *Coordinated both monthly and weekly payroll functions.*
* *Worked successfully on several projects to completion.*
* *Liaised with bankers, insurance agents, and other financial agencies on a regular basis.*
* *Responsible for handling employees’ queries and/or grievances.*
* *General accounting – reconciling internal accounts, preparing journals.*
* *Reporting – preparing of financial reports and statements.*
* *Familiar with accountancy software such as Excel spreadsheets, PeopleSoft and Unitime.*

**UNCLE BEDDOE’S SUPERMARKET**

89 Saddle Road, Lower Santa Cruz

**Cashier 1988 – 1990**

* *Accurately handled cash and credit/debit card transactions on a daily basis.*
* *Effectively balanced cash drawer at close of business.*
* *Dealt with a diverse customer population.*
* *Handled customer inquiries efficiently.*
* *Enthusiastic and cooperative.*

**MINISTRY OF SOCIAL DEVELOPMENT – SOCIAL WELFARE DIVISION**

Eastern Main Road, Tunapuna

**Clerk 1987**

**GOLDEN LOVE MUSIC CENTRE**

St Augustine

**Store Clerk/Cashier 1985 – 1986**

***EDUCATION:***

**UNIVERSITY OF THE WEST INDIES (UWI)**

**(OPEN CAMPUS)**

**Introduction to Counselling 2010**

Certificate

**SCHOOL OF ACCOUNTING AND MANAGEMENT**

**(NORTH CAMPUS)**

**National Vocational Qualification in Accounting 1994 – 1995**

Level 2

**SAN JUAN GOVERNMENT SECONDARY**

**(C.X.C.)**  **1979 – 1984**

Caribbean History, English Language, English Literature,

Geography, Mathematics, Principles of Business, Spanish,

Principles of Accounts

***TRAINING:***

Microsoft Word Microsoft Excel

National Insurance Training Income Tax Training

Safety Training For Supervisors Customer Service Skills

First Aid

***REFERENCES:***

Available on request.