**Idalina Hoyte**

#3 Top Flat Grazettes Terrace, St. Michael Telephone: 260-6528/4238948

**Barbados Community College**

**2013 Associate Degree in Psychology**

**Major: Psychology**

Relevant Coursework:

•English A •Introduction to Developmental B

•Ethics A • Introduction to Psychology B

•Caribbean Politics C •Introduction to Sociology B

•Practical Mathematics A • History & Foundation of Psychology A

• Drugs & Behaviour B • Education Psychology B

• Child Psychology C • Physiological Psychology A

**2013 Samuel Jackson Prescod Polytechnic**

Massage Therapy

Computer skills: Microsoft Word/Excel/Access/PowerPoint

**2004** Quality Control

Diploma in Computer Studies

**1995-2001** **Coleridge & Parry School (General Proficiency)**

•English Language 3 •Principals of Business 3

•Office Procedures 2 •Home & Economics Management 2

•Mathematics 3

**Work Experience:**

**2014 Self Employed:** **Massage Therapist**

* Assess clients' soft tissue condition, joint quality and function, muscle strength, and range of motion.
* Refer clients to other types of therapists when necessary.
* Treat clients in professional settings or travel to clients' offices and homes.
* Use complementary aids, such as infrared lamps, wet compresses, ice, and whirlpool baths to promote clients' recovery, relaxation, and well-being.
* Develop and propose client treatment plans that specify which types of massage are to be used.
* Confer with clients about their medical histories and problems with stress or pain to determine how massage will be most helpful.
* Provide clients with guidance and information about techniques for postural improvement and stretching, strengthening, relaxation, and rehabilitative exercises.
* Massage and knead muscles and soft tissues of the body to provide treatment for medical conditions, injuries, or wellness maintenance.
* Apply finger and hand pressure to specific points of the body.
* Maintain treatment records.

**2010-2013: Café Carizma**

**Position: Waitress**

* Gather information from lead server/manager.
* Set up your waitressing section.
* Stock server station.
* Take care of your guests and other waiter’s guests when needed.
* Clean your server section.
* Closing side work after shift.
* Run server report.
* Check with closing server/manager.
* Escort customers to their tables.
* Inform customers of daily specials.

**2009- 2010:** **Spago Restaurant**

**Position: Waitress**

* Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
* Escort customers to their tables.
* Explain how various menu items are prepared, describing ingredients and cooking methods.
* Inform customers of daily specials.
* Prepare checks that itemize and total meal costs and sales taxes.
* Present menus to patrons and answer questions about menu items, making recommendations upon request.
* Remove dishes and glasses from tables or counters, and take them to kitchen for cleaning.
* Serve food and/or beverages to patrons; prepare and serve specialty dishes at tables as required.
* Stock service areas with supplies such as coffee, food, tableware, and linens.

**2006-2009 NCO Financial Services**

**Position: Customer Service Representative**

* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Opens customer accounts by recording account information.
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Maintains financial accounts by processing customer adjustments.
* Recommends potential products or services to management by collecting customer information and analyzing customer needs.
* Prepares product or service reports by collecting and analyzing customer information.
* Contributes to team effort by accomplishing related results as needed.

**2004-2006** **ICT Barbados**

**Position: Customer Service Representative**

* Resolve customer complaints via phone, email, mail.
* Use telephones to reach out to customers and verify account information.
* Greet customers warmly and ascertain problem or reason for calling.
* Cancel or upgrade accounts.
* Assist with placement of orders, refunds, or exchanges.
* Advise on company information.
* Take payment information and other pertinent information such as addresses and phone numbers.
* Place or cancel orders.
* Answer questions about warranties or terms of sale.
* Suggest solutions when a product malfunctions.
* Handle product recalls.
* Attempt to persuade customer to reconsider cancellation.
* Inform customer of deals and promotions.
* Sell products and services.
* Utilize computer technology to handle high call volumes.
* Work with customer service manager to ensure proper customer service is being delivered.
* Read from scripts.

**2001-2004** **SBI Distribution (Part-time)**

**Position: Warehouse Assistant**

* Packaging Gift Bags
* **Interests:** Reading and Sports