**Jillann Madonna Straker**  
#17 Coora Branch Road, Siparia  
Contact 1-868-355-1206/ 1-868-649-1186, Email Address jstraker@hotmail.com  
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**OBJECTIVE**  
Toseek an interview with your organization with the hope of securing a position with same. I am of the view that my present skills will be further enhanced as well as the opportunity provided for the enhancement of my quality of life and that of my family.

**SUMMARY OF QUALIFICATIONS**  
 • Over six years of experience working as a Customer Service Associate II/ Billing Clerk at Anthony P Scott Company Limited Avon Division

• Experienced in Retail Management Cashing and Billing System

• MS Office Suite – Particularly Word and Excel

• Certificate in Radio Broadcasting and Public Speaking with Increase Media

• Certificate in Assertiveness Skills

**ACCOMPLISHMENTS**  
• Reorganized office administration procedures, increased efficiency by 75%  
• Achieved Employee of the year after my second year in 2011 and in 2012 received the award for Outstanding General Office Demeanor.

**EXPERIENCE**  
November 17th 2009 – Present  
**Anthony P Scott Co Ltd  
Customer Service Associate II/Billing clerk**   
• Customers Care with queries and occasional problem  
• Receptionist• Conduct registration/orientation • Acting Zone Manager

**August 2009-October, 2009  
Customs and Excise Division Port-of-Spain**  
Temporary Clerical Assistant   
• Data Entry

**EDUCATION**  
Caribbean Examination Council (C.X.C)  
• Mathematics • English  
• Social Studies • Electrical Engineering Technology

**SPECIAL SKILLS**  
• Good interpersonal and communication skills  
• Sound judgment ability and flexible nature

**References**  
**Mr. Jackie Ramjitsingh**   
Office Manager -Anthony P Scott Co. Ltd- 681-4131

**David Monroe**   
Prison Officer  
325-6537

**Shermaine DeVertueil**   
Pastor – Faith Family Church  
355-1156