### ■ Profile Overview

Reliable and diligent Customer Service Oriented with extensive experience and solid organizational skills, working in a dynamic fast paste environment.   
Known for being attentive listener who follows directions to the letter, but also able to express opinions and suggest alternatives.

■ Professional Experience

**Servisair Limited 2008- Present**

**Ticketing Agent/ Customer Service Agent**

* Planning route and computing airline’s cost
* Making use of the company schedules and online rate books
* Decoding the data on tickets to a certain destinations and marking or tickets.
* Answering the quires of passengersregarding arrival and departure of the flights
* Making public announcements pertaining to arrival and departure of flights using public address system
* Reservation/ Ticketing Agent
* Checking of passenger for respective flights
* Calculating and submitting daily sales reports

**Procare Limited 2003-2008**

**Accounts Receivable Clerk / Customer Service Representative**

* Receptionist
* Assist clientele as the enter office and via phone
* Data entry
* Contacting customers for payments
* Answered and initiated calls, took and reported messages in a timely accurate fashion and received visitors and directed them wherever required.
* Maintained front-desk areas clean, spacious, and presentable.
* Maintained good, productive contacts with clients and company staff.
* Performed bookkeeping and accounting work such as bank transactions, accounts report and insurance.

**Bestwishes Limited 2001-2003**

**Customer Service Representative**

* Assist customers with purchase decision
* Assisting with training of new employees
* Tallying daily sales
* Manage store when permanent manager on vacation

### ■ Education

* Chemistry II
* Principles of Business II
* English Language II
* Mathematics II
* Caribbean History II

### ■ Skills

* Sita Reservation /Checking System
* Sabre Reservation /checking system
* Typing
* Microsoft Office Word ,Excel ,Power point
* Computer and relevant technology literacy: Word, Excel, Outlook, PP, Internet.
* Great communication skills: Outgoing personality and cheerful interpersonal dealings
* Mature and discrete

### ■ References

Mr. Lester Paul

Coordinator

ServisairLimited

Piarco international airport

(868)769 3251- (868 ) 669 3000x 7505