**CURRICULUM VITAE**

Name :                         Ayinka Lauren Downes

Address :                     #15 Haig Street Carenage.

Contact no. :                346-5516 / 357-1661 / 366-9109

Date of Birth :              24th May,1981

Marital Status :            Single

**Objective**

To develop great experience and skills needed for the world of work

so that I'll be able to improve my knowledge and understanding meaningfully contributing not only to my general progress, but also in the field with which I am employed.

**Qualification**

1986 - 1993 Carenage Government Primary School

                          Common Entrance

1993 - 1996 Mucurapo Junior Secondary School

                          14 Plus

1996 - 1998 Mucurapo Senior Comprehensive School

                          Testimonials for Overall Performance

2008 - 2009 School of Business & Computer Science Limited.

Introduction to Accounts B

Introduction to Business C

Computer Skills and Application C

2001 - 2001 Computer Literacy

                           Ms Word

                           Ms Excel

Ms Access

2001 - 2006 Direc One International Call Centre

                         Customer Service Training

**Work Experience**

2001 – 2011 Direc One International Call Centre

1st Floor Convention Centre,

Chaguaramas.

**Customer Service Solution Specialist**

: Pre-approve American Customers for American Credit

Card and Debit Cards

: Verify and Confirm the Orders for the Credit Cards and

Debit Cards

: Sale Computer Software (EarthLink)

: Verify and Confirm the Orders for the Computer Software

: Verify and Confirm Request for Cleaning Service.

: Confirm Landline Service for an American Base Company.

: Recall Customers to reconfirm their orders for Landline

Service.

: Enter Data for Landline Service Request.

: Provide Courteous Mobile Service for an American Base

Company

**Customer Service Solution Specialist**

: Water and Sewerage Authority

: Open Telecom & Cariblink Survey

: Telecommunication Service of Trinidad and Tobago

: T&TEC (800-TTEC)

: Bmobile (MMS \*100)

: Scotiabank

2011 – 2015 IQRA Consultancy Company

Abercromby Street,

Port-of-Spain

**Customer Service Representative**

: Collect medical records from American base

hospitals and doctors’ offices, for clients applying

for Insurance Policies.

**General**

Classes in CSEC :- Mathematics, English, Principle of Accounts, Principle of Business and Human and Social Biology for Examination in May / June, 2015.

**Interest**

Reading, listening and playing the steel pan, listening to music, playing and

watching football, reading and meeting people .

**References**

Gaynelle Strachan

                               Lennox Offshore Service Ltd

1A First Avenue South

Western Main Road,

Chaguaramas.

                              374-6967

Garfield Francis

IQRA Consultancy Company

Abercromby Street,

Port-of-Spain

359-1407

#15 Haig Street,

Carenage.

15th January, 2015.

The Human Resource Manager

Massy Stores Head Office

39A Wrightson Road,

Port- of Spain.

Dear Sir / Madam,

I hereby apply for a position as a Cashier in your organization.

I am Ayinka Lauren Downes a female and 33 years old. I do possess the attributes needed to effectively manage in an industry such as yours and I am willing to learn new skills. I possess Abe passes in the Business Information System, a lot of experience in Tele-marketing and Customer Service. I also work great on Computer.

I consider it a privilege to offer my service to your reputable organization and will dedicate my energy, skills and talent for the mutual benefit of your organization for which I am employed.

Please find attached my curriculum vitae and I look forward to an interview at a time convenient to you.

Thanking you for your consideration.

Yours respectfully,

Ayinka Lauren Downes.