General Manager

Human Resources

Dear Sir or Madam:

After years of working directly and indirectly with people in diverse professional settings, I am seeking to expand my experience in a position within the field of and Customer / Client Services.

Ideally any position will allow me to utilize my experiences gained, as of my experiences are transferable specifically in areas of customer/client services and socialization.

I look forward to learning the broad areas of your Company. Given the opportunity I am confident that my experience and personable disposition would be an asset to you.

For your convenience, I have attached my resume for your perusal. Realizing the limitations of the written page, I would welcome the opportunity to participate in a personal interview to answer any of your questions and better present my qualifications.

Thank you for your time and consideration.

Sincerely

Ms. Cozene Williams

*Cozene T Williams*

**# 53 B Third Avenue, Oropune Gardens, Piarco (**[**Tel:-**](Tel:-) **868-361-3932, 770-1016)**

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| Objective | To be a part of a distinguished firm or organization where my knowledge and skills would be used for the benefit of that firm or organization and its members |
| Experiences | 2012 North West Regional Health Authority  **Clerk I**   * Answering telephones * Payroll * Filing/ Maintainence * Calculation of Vacation and Casual leave * Typing of Job Letters/ Confirmations * Approvals for Sick Leave and extended sick leave.   2009 NealcoDataLink  **Data Entry Clerk**   * Data Entry on specialized computer programme   2007-2008 Dr. Wahid Mohammed  Receptionist/ Secretary  Ordering and dispensing drugs   * Answering telephones * In charge of payroll, NIS, and petty cash. * Drafting as well as typing letters * Planning meetings and business trips * Booking appointments   2007 St Clair Medical Centre  Customer Service Representative   * Data Entry * Patient Admissions through Accident and Emergency and Admissions department * Telephone Systems Operator. * Filing |
|  | 2006-2007 A. S Bryden& Sons Lld  Customer Service Representative   * Promotions for the Spirits and Wines Department * Dealing with customer inquiries and complaints * Taking orders and ensuring they were processed and delivered * Daily interaction with customers personally and over the telephone * Giving information about products and services available |
|  | 2005-2006 Ministry of Social Development   * Answering telephones * Data Entry * Keeping inventory of office furnishings purchased for centers throughout Trinidad * Involvement in Community Outreach Programmes and having one on one interaction giving information about different services available within the Ministry   . |
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| Education | 2006 Micro Corporate Training   * Certificate in Computer Literacy * MS Word, Excel, Access, PowerPoint   1. **El Dorado Secondary Comprehensive School** * General Paper * History   1. **El Dorado Secondary Comprehensive School** * Mathematics * English Language * History * Principles of Business * Social Studies * Geography * Integrated Science |
| Interests | Dancing, Interacting and meeting new people. Currently a member of and a performer with the Julia Edwards Dance Company as well as the National Dance Association. A member also of the Trinidad and Tobago Art Presenters Network. Also a member of the performers for the National Academy of Trinidad and Tobago. |
| Hobbies | Dancing, Reading and meeting new people |

**References** Ms. Vashti Dehere

Hman Resource Assistant

<Tel:-> 1-868-319-4658

Ms. Ann Marie Paul

Administrative Assistant

<Tel:-> 1-868-756-0777