***DEIDRE HALL***

**#13 B Lastique Street, Belmont Port of Spain**

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***OBJECTIVE: - To be a dynamic and highly productive individual, in the field of banking,***

***finance, clerical assignments and customer service which in return will allow me to serve customers, not only in a highly professional manner, but also with the best knowledge and experience of the industries’ products and services.***

***PROFESSIONL AFFILIATIONS*: - The Lydians Trinidad and Tobago choir**

***EMPLOYMENT:***

2008-2015- ***Senior Bulk Teller***

***CITIBANK TRINIDAD AND TOBAGO LTIMITED***

Description- Counting and verifying bulk cash; inputting/depositing cheques and cash to

customers account; verifying and processing night bags; preparation of clearings

cheques to be issued to other banks; preparing managers cheques and other

foreign cheques at customers request; purchasing and selling of foreign currency

to internal and external customers; preparation of GLSL folders; making

withdrawals and deposits on behalf of internal and external customers; handling

of any queries by both internal and external customers; preparation of cash

as shipment to send to Central Bank; processing of wire transfers and standing

orders.

2007-2008- ***Teller***

***FIRST CITIZENS BANK LTD***

Description Inputting/depositing cheques and cash to customers account; preparation of clearings cheques to be issued to other banks; purchasing and selling of foreign currency to internal and external customers; making withdrawals and deposits on behalf of internal and external customers; handling of any queries by both internal and external customers.

2007- ***Administrative Assistant/Receptionist***

***INDUSTRIAL COMMUNICATIONS SERVICES***

Description- Filing and inputting data into data base; making and receiving phone calls on

behalf of the team; taking queries on behalf of customers; logging in of job

requests made on behalf of customers; dispatching staff to relevant locations and

job sites; typing documents on behalf of the manager; dispatching and receiving

of mail.

2006-2007- ***Customer Service Representative***

***GRACE KENNEDY TRINIDAD AND TOBAGO LIMITED***

Description- Handling of queries on behalf of customers through western union money

transfer; making and receiving phone calls on behalf of customers where

transactions are concerned; processing of customers transactions into systems;

keeping records of daily forecast of foreign currencies; selling of foreign currency

to customer and clients; filling of necessary documents; acting receptionist when

needed; receiving and verifying of quotations and receipts from customers.

2006- ***Dispatcher***

***FIRST CITIZENS BANK LTD***

Description- Handling and dispatching of credit card statements to relevant customers

2006- ***Customer Service Representative/Telemarketer***

***DIREC ONE LTD***

Description- Acting as an agent of b-mobile; handling of customers queries and making

necessary changes to customers account; selling of services through

telemarketing; acting supervisor of team when superior is absent.

2005-2006- ***Clerical assistant***

***MINISTRY OF WORKS AND TRANSPORT-HIGHWAY DIVISION***

Description- Filing and inputting data into data base; making and receiving phone calls on

behalf of the team; taking queries on behalf of customers; logging in of job

request made on behalf of customers; typing documents on behalf of the manager;

dispatching and receiving of mail.

***EDUCATION/PROFESSIONAL QUALIFICATIONS:-***

**CXC O-LEVELS**

Math General II

English ” II

Spanish “ III

Principles of accounts “ Distinction

Principles of business “ II

Office procedure “ II

Social sciences “ II

2015 – Currently pursuing degree in Accounts Management

***COSTATT***

2012- Undergraduate BA degree - Accounting and financial analysis

***SAMS- School of Accounting and Management***

2008- CAT-Certified accounting technician – Level II

***Omardeens School of accounting***

***ACHEIVEMENTS:-***

2010 – Supervisors award

Excellent performance on the job and within a team

2008 – Supervisors award

Excellent performance on the job

2008 – Certified in Bread Cakes and Pastries making

YTEPP

2003 – Certificate for pan-minors at UWI for performing arts

2002 – Certified assistant refree for FIFA

***HOBBIES*** – Cooking, Singing, Exercising, Dancing, Religious studies/research