***Gaitri Ramjattan***

**20 C St John’ s Trace**

**Avocat, Fyzabad**

**Telephone: 677 – 5727**

**CAREER OBJECTIVE**

Determined to pursue a challenging position as an Administrative Support/Customer Service Clerk where I can take advantage of my interpersonal and administrative abilities to benefit my employer

**CAREER SUMMARY**

* Twenty years of customer service, sales, and general administration
* Completion of Bookkeeping 1, Accounting II and III
* Currents skills in Microsoft office, Windows 2000, MS. Word, Excel, Internet, Publishers, MS. Outlook
* Recognized for being innovative, persuasive, team spirited and proven ability to multi-task
* Received promotion as a result of my excellent customer service and increased productivity

**CUSTOMER SERVICE**

* Enhanced customer service resulting in faster follow through and improved prioritization of services
* Expanded account base as a result of daily cold calls to customers
* Assisted customers in problems solving, maintained and provided services for atleast 50 accounts
* Promoted and educated customers on purchasing new products and accessories at customer service desk
* Assisted security in emergency situations by phoning the police or using the radio system to reach the backup securities

**ADMINISTRATION**

* Eight years experience working with JDE One World and Oasis systems which includes: processing of reports, data entries, Accounts Receivables and Payables
* Collection of arrears on accounts from bad debts accounts and from existing tenants
* Planned, organized mall shows exhibits
* Assisted manager in budget planning and decision making
* Answered telephone, inquired on products and their availabilities
* Organized and managed customer’s information on a customized database
* Invoiced products, cashiering, stocked shelves and entered data in database
* Created visual displays for regional promotions, ordered video accessories inventory
* Typed (60 wpm), filed, scanned and edited documents, advertised job positions for the company

**WORK HISTORY**

ALBERTA HEALTH SERVICES

**General Administration 2013-2014**

NARLAND MANGEMENT HANEY PLACE MALL

**Administrative Assistant 2005 – 2012**

OXFORD MANAGEMENT HANEY PLACE MALL

**Administrative Assistant/Customer Service 1999 - 2005**

BRISITH COLUMBIA AUTOMOBILE ASSOCIATION

**Administrative Support (Practicum Student) 1998**

ASTRAL HOME ENTERTAINMENT 1996 - 1998

**Sales Representative 1997 - 1998**

**Customer Service Representative 1996 – 1997**

BRENTWOOD MALL

**Customer Service Representative 1994 – 1995**

**EDUCATION**

RIDGE MEADOWS COLLEGE DISTRICT No. 42

**Bookkeeping I, Accounting II and Accounting III 2006 – 2007**

ARDENT TRAINING SERVICES

**Business Office Support Specialist Program 1998**

FYZABAD ANGLICAN SECONDARY

**High School Certificate 1987**

**REFERENCES AVAILABLE UPON REQUEST**