‍Jinelle Mansano

**Lp 52 oliver trace, Mt Dor road, Champs Fleurs | 787-2687/305-5090 | mansanojinelle@yahoo.com**

Objective

* ***Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success. With driven skills, known to myself as a hard worker, articulated, punctual and reliable individual.***

Education

**• Abe Level 5 Diploma in Human Resource Management 09/2014 - 06/2016 – Sital College of Tertiary Education**

**Course work:**

People planning and resourcing Human resource development

Managing customer relationship The business environment

Employment relations Human resource management

Principles of business law Organizational behavior

**Abe Level 4 Diploma in Human Resource Management** | 01/2014 – 08/2014 | **– Sital College of Tertiary Education**

**Course work:**

• Introduction to Business

• Introduction to Business Communication

• Personnel Administration

• Managing People

**Certificate in Marketing & Public Relations |09/2010 – Cipriani College of Labor**

**St Charles High School**

C.X.C/ O’levels

Courses studied:

* English
* Mathematics
* Social Studies
* Principles of Business

**Experience**

Clerk | Eric Williams Medical Sciences Complex | 02/09/2014-28/02/2015

**On the Job Training Program**

* Assisting customers with their appointments
* Doing sickle cell data base
* Receiving and making calls
* Writing letters
* Filing
* Attending to patients who visited their loved ones on Accident & emergency ward
* Update the accident and emergency log book
* Greet and meet patients

Private tutor | 09/2013 - 05/2014

* Assisting students with home-work
* Helping develop their writing and thinking ability
* Encourage children to be understanding of each other

**VOLUNTEER EXPERIENCE 01/02/2014-01/05/2014**

* **Assistant Teacher**
* Mt Dor Gov’t Primary School
* Assisting the class teacher with correction of home work

Preparation of class work if teacher is absent or running late

**TRAINING AND DEVELOPMENT**

**NORTH CENTRAL REGIONAL HEALTH AUTHORITY-STAFF DEVELOPMENT UNIT**

29/10/14 Certificate in Conflict and Managing Stress in the Work place

**Communication**

Well spoken

Primary School valedictorian

**Computer Skills**

Microsoft word

Office Skills

Microsoft Excel

**Hobbies**

Swimming & walking

**SKILLS**

* Energetic work attitude
* Adaptive team player
* Critical thinking
* Punctual
* Organized

**REFERENCES**

Dwayne Martinez

Police Corporal TTPS

Criminal Gang and Intelligent Unit

Cor. Patna & Agra Streets, St James

708-0189/628-9071

Clausel Carter

Operation Supervisor

Trinidad & Tobago Defense Force

681-1452