**To Whom It May Concern:**

Please accept this letter of application for any position listed within your organization that matches my qualifications.

I am a motivated, competent, assiduous, cooperative individual who wishes to explore my fullest potential and, I am confident that I have the qualifications required to help this company succeed.

Thank you in advance for your consideration. I hope I will be given the opportunity to contribute to the growth and success of this company. I have enclosed my resume for your review. Please contact me by phone (868-745-2736) or by email at (vjosephtt@gmail.com). If you have any questions about my application materials or wish to arrange a meeting. I look forward to hearing from you soon.

Sincerely,

\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Viggarther Joseph

**Career Objective:** to become involved in an organization where I can achieve my fullest potential.

**Education:**

**The University of Trinidad & Tobago Corinth**

Bachelors in Education currently pursuing

**University of the West Indies Open Campus San Fernando**

Advanced Certificate in counselling 2014

**University of the West Indies Open Campus San Fernando**

Certificate in counselling 2014

**University of the West Indies Open Campus St. Augustine**

Certificate in Social Work 2011

**Holy Faith Convent Penal**

O’Level/CSEC 2007

**Subject Grade**

History 1

Principles of Business 1

Social Studies 1

English A 2

English B 2

Geography 2

Mathematics 2

Theatre Arts 2

Biology 3

**Professional Experience:**

**Metal Industries Company Limited Guidance & Counselling Officer 2014 – Present**

* Providing guidance and counselling services to students and their families.
* Planning or assisting in planning support programs that can help students achieve positive outcomes.
* Identifying factors that can be barriers to the learning and development of students.
* Supporting the personal and social development of students.
* Providing advice about education and career pathways.

**Scotiabank Limited Customer Service Rep. 2009 - 2014**

* Cash transactions
* Filing
* Service various customer needs
* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Ensuring the external image of the bank is always favourable.
* Contributes to the development and maintenance of standards, policies and procedures regarding customer service.

**D Partee Shop Administrative assistant 2009**

* Receptionist roles
* Handle financial records of the business

**DirecOne International Call Centre Feb2008 - Aug. 2009**

* Call centre/ Customer Service representative
* Answering incoming calls on a multi-line telephone
* Provide information on customer enquires ensuring customer satisfaction
* Greet customers warmly and ascertain problem or reason for calling.
* Worked on several campaigns such as: American Airlines Advantage & Republic bank

RBTT/RBC

* Carib- link / Open telecom
* TSTT- Directory Assistance

**Carol’s Exclusive Bridal Part time 2006-2010**

* Customer / Sales service representative
* Interior decorator

**E.M.C Gulf City Limited Part time 2005-2007**

* Sales clerk

**Computer skills:**

* Microsoft Excel
* Microsoft Word
* Microsoft PowerPoint
* Email

ll **Additional Skills:**

* **First Aid Certified**

St John Ambulance Association & Brigade of Trinidad and Tobago

* **Swimming**

Certificate –Eastern School of Life saving

* **Personal traits**

Team player, fast learner, great communication skills, self-motivated, results oriented, determined, impressive leadership skill, charismatic, trust-worthy, honest.

**School Life Achievements &Attributes:**

* Special Olympics Volunteer
* TUCO Junior Calypso Monarch
* TUTTA Calypso Monarch- 2nd place
* Sanfest Calypso Competition(calypso momarch2005) – 1st place
* Secondary School’s Drama festival
* Sanfest Choral Speaking Competition- certificate of excellence
* Prime Minister’s Best Village Competition
* Ste Madeline Emancipation Queen Show- 2nd place
* San Fernando Junior Calypso Monarch- 5th place
* Envirofest Calypso Competition-3rd place
* Carifesta
* St Marys Emancipation Queen 2007- 1st place
* Fyzabad Carnival Queen Competition- 4th place
* Miss Trinidad And Tobago Carnival Queen Show 2009- 5th place
* Mrs Siparia Queen 2011- 3rd place
* Mrs Chaguanas Carnival Queen