**Contact Information:**

* Dionese Delfish
* 30 Cane Farm Road,
* Trincity
* Tel#7429420
* [delfishdionese@gmail.com](mailto:delfish@gmail.com)

**Personal Information:**

* Date of Birth 25th November, 1988
* Marital Status Single
* Nationality Citizen of Trinidad and Tobago

**Career Objective:**

* To work with existing staff and contributing the best of my ability and quota so as to improve organisational objectives and achieve managerial goal.
* Looking for a position in a company where there is enough scope to contribute in the development.
* Seeking a job that can provide gainful data entry employment, which will further my abilities and increase my work experience.

**Experience:**

* Worked as a Data entry operator at DirecOne International Call Centre, Port of Spain for a period of three months. Work involves maintaining data properly and combining data from various sources to generate an accurate result. Clients included TSTT.
* Two years’ experience (from July 2010 to April 2012) as Customer Sales & Service Specialist at DirecOne International Call Centre, Port of Spain. Work involved handling inbound/outbound calls on behalf of clients. Also performs according to established Quality Assurance standards and within guidelines set forth by Operations as well as the client.

**Qualification gained:**

* CXC General Proficiency O levels at Cedros Composite School from 2001- 2006
* Mathematics 2, English 3, Spanish 3, Geography 3, Agri Science 3, Social Studies 2

**Qualification pursuing:**

* Associate of Applied Science Earth Science at College of Science, Technology and Applied Arts of Trinidad and Tobago

**Courses Taken:**

* Basic and Advance Computers
* Peachtree Accounting
* Junior Accounting
* Advance Typing
* Basic Business Management
* Business Etiquette and Protocol

**Strength:**

* Can perform under pressure.
* Can execute a task within given time.
* Can easily adept to any new implementation
* Hard Working
* Can learn fast from mistakes.
* Can utilize available resources efficiently.
* Can inspire others to work honestly.

**Weakness:** Focus on the quality of a work rather than the usual working hour.

**Goal:**

* Generate accurate result.
* Meet target beforehand.

**References:**

* Omari Felix

Operation Manager

DirecOne International Call Centre

Tel#625-9977