AYINKA DOWNES

#15 Haig Street Carenage

Tel # 868-463-9073 / 868-357-1661 Email:ayinkadownes@live.com

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**Objective**

To continue to develop great experience and skills needed for the world of work

so that I'll be able to improve my knowledge and understanding meaningfully while contributing not only to my general progress, but also in the field with which I am employed.

**Professional Experience**

**­­IQRA Consultancy Company** #136 Abercromby Street Port-of-Spain 2011-2015

**Medical Records Retriever**:

Retrieve medical records from American base hospital and doctor’s office for clients applying for Insurance Policies.

**DirecOne** #74 Independence Square, Port-of-Spain 2001-2008

**Customer Service Representative:**

To provide exceptional customer service experience, while providing customers with information to address inquiries regarding products and services. In addition, deal with and help resolve any customer complaints for companies contracted by DirecOne.

: Sprint together with Nextel Cellular Company (American Base)

Landline Department and Cellular Department

: Water and Sewerage Authority

Retention Department

: Open Telecom and Cariblink Survey

Sales Department

: Telecommunication Service of Trinidad and Tobago (Bmobile)

Pre-Paid and Post-Paid MMS \*100 and Directory Assistant 6411

: T&TEC (800-TTEC)

Trouble Calls Department

: Scotia Bank

Sign up Customers for Pricesmart & Scotia Bank Credit Cards

: Pre-approve American Customers for Credit Cards and Debit Cards

: Verify and confirm the orders for the Credit Cards and Debit Cards

: Sales Computer Software (Earthlink)

Verify and confirm the orders for the Computer Software

: Verify and Confirm request for Cleaning Service.

**Education and Qualifications**

**School of Business and Computer Science Limited** 2008-2009

**Introduction to Business Information System**

Introduction to Accounts B

Introduction to Business C

Computer Skills and Application C

**DirecOne**

Certificate in Customer Service Training 2001-2006

**Ministry of Human Development, Youth and Culture Distance Learning** 2001-2001

Certificate in Computer Literacy

**Mucurapo Senior Comprehensive School** 1996-1998

Certificate for Overall Performance in

Mathematics

English

History

Principle of Accounts

Principle of Business

**Currently Pursuing**

**Caribbean Secondary Examination Council (CSEC)** – Examinations January 2016.

Mathematics English

Principle of Accounts Principle of Business

Human and Social Biology

**Interests**

Long Distance Running (5k, 10k, 15k, 20k, Half Marathons and Marathons)

Going to Stage Plays

Reading

**References**

Gaynelle Strachan

Lennox Offshore Service Ltd

1A First Avenue South

Western Main Road,

Chaguaramas.

374-6967

Garfield Francis

IQRA Consultancy Company

Abercromby Street,

Port-of-Spain

395-1407