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**Golda Spencer**

**#9 Upper St Francis Valley Road Belmont**

**goldaspencer@yahoo.com**

**355-2659**

**Objectives** – To obtain a position that allows me to use my considerable Customer

Service, Word Processing skill and Documents preparation experience.

**Education-** Belmont Junior Secondary 1999-2001

South East Port of Spain (continuation school) 2005-2006

**Qualification -** Mathematics

English

Principle of Business

Office Procedures

Principle of Accounts

**Courses** - Patient Care Assistant- Ytepp (currently)

Microsoft Office –Deltasoft School 2005

**Training** – OJT Program -2007-2009 (clerical

**Ministry of Food Production- Relief Worker (Checker)-(2012-2014)**

Respond to telephone inquiries, providing quality service to customers and associates inquiring about the availability of products or status of orders.

Listen attentively to caller needs to ensure a positive customer experience.

Access electronic and paper cataloging systems to look up product information and availability.

Strive for quick complaint resolution; commended by supervisor for the ability to resolve problems on the first call and avoid escalation of issues.

Excel within a service-oriented company, demonstrating a talent for communicating effectively with customers from diverse backgrounds.

**OJT Ministry of Public Administration Clerk (2008-2010)**

Using and Operating Switchboard system as an operator

Doing Microsoft excel work sheet for Clerk II

Filing away document in numerical and alphabetical order.

**Data Surveillance Clerk/Cashier- Pizza Boy Group of Companies (2004-2006)**

Monitor all activity going in and around the store compound

Report employee conduct in store during working hours

Report and misconduct in and around the stores by customers and employees

Do up end of day report and give ideas on stores improvement to CEO

**References**

Pastor Philomen Grey-7547875

Andrew Serrilla -6836221

Niscelle Roberts – Teacher 3577264