***RASHEEDA LEANNA WASHINGTON***

**#11 , Jackson Street**

**Curepe**

**Telephone: (868) 373-2031**

**7th March, 2016**

**Dear Sir/ Madam,**

**RE: APPLICATION FOR EMPLOYMENT**

**As a young ambitious individual, I hereby ask to be duly considered as an applicant for the position of Bakery Attendant within your organization.I am a very hard working individual, who likes to see that the job gets well done to the best of my ability. I like communicating with others, and as a result : I find no difficulty in working as part of a team. I attend to any job efficiently and I am an advocate for positive productivity at all times, therefore enhancing my work environment that surrounds me.**

**I have attached my curriculum vitae along with references that can attest to my character.**

**Sincerely,**

**………………………………………………………………….**

**RASHEEDA LEANNA WASHINGTON**

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#11 Jackson Street ,Curepe.

Telephone: (868) 373-2031

**DEMOGRAPHICS**

Date of birth: 14th September, 1988

Gender Female

Marital Status: Single

Age: 27

**WORK EXPERIENCE**

**Call Centre Agent** *(July 2015 – Presently )*

**Prism Services (Trinidad) Limited**

* Answer courteously inbound calls.
* Respond to customer inquiries.
* Generate customer interest in the services or products offered by the company.
* Provide personalized customer service by responding to the needs of the customers.
* Ensure feedback from the customer to further improve the customer services.
* Manage and update customer databases with the status of each customer.
* Evaluate problems of the customers and provide logical lasting solutions.
* Develop and maintain positive business relationships with clients.

**Receptionist / Administrative Assistant** *(September 2011 –June 2014)*

S. Contrera Transport ( 461- 1587 )

* Deliver excellent customer service, at all times.
* Deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail.
* Coordinate office activities.
* Perform basic bookkeeping, filing and clerical duties
* Prepare daily, monthly and annual profit reports
* Provide general company and procedure information to potential customers
* Preparation of invoices, receipts and other such documentation.
* Schedule of day to day business activities.

**Sales Clerk** *(May 2010 – February 2011)*

**R.A.C.E. TECH (Ravi’s Alignment and Computer Entertainment)**

* Customer Care – Provide customer care through courteous, efficient, and attentive service in a timely manner.
* Product Knowledge – Provide general knowledge of company merchandise, including, but not limited to, products carried, product information, and pricing.
* Sales – Create sales by assisting customers with product selection etc. Also receives and processes payments for sales on merchandise.
* Inventory Control – Maintain record of sales and inventory of stock. Also ensure merchandise reflects current price.

**Scanning Analyst** *(December 2009 – February 2010)*

**NIPDEC (Government Project)**

* Produce digital copies of documents for retention purposes.

**Ministry of Labour –** On the Job Training *(October 2007 – September 2008)*

1. **Personal Clerk Assistant**

* Performed all administrative work relating to the Personnel/Human Resource
* Resources desk

1. **Dispatch Desk**

* Receives stamps and records all incoming and outgoing correspondence
* Maintained dispatch register
* Assist in locating files

1. **Administrative Clerk**

* Received and filed correspondence
* Read and sort all correspondence
* Ensure all correspondence gets to Commissioner of Co-operative, Deputy Commissioner for Co-operative and other relevant officers
* Maintain filing system

1. **Legal Clerk I**

* Maintain files; prepare relevant documents for the registering of new co-operative societies.

**QUALIFICATIONS**

**University of the West Indies** *(2008)*

* Certificate in Computer Literacy

**CUC Secondary School** *(2005 – 2007)*

CXC General Proficiency

* Principles of Business (2)
* Human and Social Biology (3)

**El Dorado Secondary School** *(2000 – 2005)*

CXC General Proficiency

* English Language (1)
* English Literature (2)

**REFERENCES**

* Mr. Stephen Contrera

Owner / Director

S.Contrera Transport

Tel: 461-1587

* Mr. Brian Ramkissoon

Electrical Telecommunications Lecturer

School of Business and Computer Science

Sagan Drive, Champ Fleur

Tel: 295-5930