**NAME:** Althea U. Phillips

**ADDRESS:** #35 Lapwing Crescent, Edinburgh 500, Chaguanas

**TEL:** 1 868 746-2973/ 1 868 307-3917

**NEXT OF KIN:** Juliet Edward Lumy Phillips

**ORDINARY LEVEL (CXC & GCE)**

PRINCIPLES OF BUSINESS, OFFICE ADMINISTRATION, MATHEMATICS, ENGLISH, ACCOUNTS.

PEACHTREE ACCOUNTING ADVANCE & PUBLIC RELATIONS

**EDUCATION**:

CALIFORNIA GOVERNMENT PRIMARY (1991-1996)

COUVA DISTANCE LEARNING (2000)

MODERN BUSINESS LIMITED (2000-2002)

SCHOOL OF PRACTICAL ACCOUNTING

UWI OPEN CAMPUS, SAN FERNANDO (2009)

SCHOOL OF PRACTICAL ACCOUNTING (2015)

**Employment History**

**C.A.P Enterprises Ltd**

**Job Description:** **Payroll** (2001-2002)

* Position Held:
* Payroll Clerk
* Timesheet/Cash/Payments
* Payslips and Salaries Deposits

**CATWALK URBAN WEAR LIMTED**

**Job Description:** **Store Supervisor** (2002-2003)

* Inventory of stocks
* Daily Sales
* Deposits
* Ensure all staff members meet daily targets

**ATE Logo for Shoes**

**Job description: Manager/franchise owner** (2003-2009)

* Interviewing of new employees
* Training of new employees
* House keeping
* Inventory
* Data Entry
* Cashing Payroll
* Timesheet for fortnightly paid employees
* Receiving of stocks/goods.
* Ensuring all staff members meet our Targets

**Periodontal Practice Limited**

**Job Description:** **Dental Assistant/ Receptionist** ((2010-2012)

* To conduct daily reports
* Typing
* Filing all secretarial duties
* Inventory
* data entry
* Booking patients
* Confirming patient’s appointment
* Stock ordering
* Prepping all patients before the dentist examination.

**DireCone International Call Centre**

**Job description:** **Customer Service Specialist** (2010-2011)

* T&TEC campaign
* Hotline for disgruntle customers without electricity supplies
* Receiving calls and sending reports to T & Tec dispatched crew for restoration.
* Bill payments information and high priority reports from customers.

**Super pharm Ltd**

**Job description: Supervisor** (2012)

* Responsible for the vault
* Deposit of all company funds
* Balancing of all cashiers
* Log in all daily sales reports & phone card reports
* Ordering of all supplies such as; phone card rec, bank rec & change request.
* Ensure all cashiers carry their duties effectively and efficiently

**DIRECONE / TSTT**

**Job Description: Customer Service Representative** (2014-2015)

* Sales
* Raise Orders
* Retention
* Receiving & Making Calls
* Handling of queries
* Delivering Customer Service
* Promoting of Services
* CIS
* Citrix Access
* Redknee
* Concept Wave

**Reference:**

**Terrance Hart**

Business owner/book writer

741-hart /640-2322

**Fidel Grant**

Supervisor

Direcone

727-0850

**Omari Felix**

Project Manager

Direcone

472-5983

**NAME:** Althea U. Phillips

**ADDRESS:** #35 Lapwing Crescent, Edinburgh 500, Chaguanas

**TEL:** 1 868 762-9637/ 1 868 307-3917

**NEXT OF KIN:** Juliet Edward Lumy Phillips

Dear, Sir/Madam,

I am applying for any vacancy in your organisation to suit my knowledge and experience.

I am a hardworking individual with great competencies to work independently as well as in a group, and is ready to make an immediate positive impression.

I’ve accomplish over twelve (12) years’ experience in the world of customer service and administration, and is well position to join your organization. I believe that my skills, experience and reputation can greatly enhance your company already impressive performance.

In addition to this I possess impeccable work references which is attached and can be presented to you when we meet.

Thank you for taking the time to consider my application and I look forward to an arrange interview at your most convenient time.

Yours Respectfully,

Althea Phillips

The Applicant