**CAREER OBJECTIVE**

***To achieve a level of professionalism that will enhance the organisation’s efficiency and effectiveness as well as cultivate team building and motivation.***

**WORK EXPERIENCE**

**Sandals Negril Beach Resort & Spa**

**2014/09/25 - 2015/02/25- Internship**

**Wedding Planner**

* Reserve wedding date & time.
* Work with Unique Vacation to gather all of the correct documentation required by the local government to apply for the guest wedding license & marriage certificate.
* Schedule and conduct on site wedding consultations.
* Post function sheets and required documents to the various departments involved in customising the wedding ceremony/reception/honeymoon and any additional reserved services.

**Club Sandals Agent**

* Privately check in/check out guests at the club sandals lounge.
* Personalized resort orientation.
* Conduct in room orientation.
* Assist guests with planning their vacation experience.
* Assist with booking reservations- dinners/spa/tour/private dinners.
* Recognition of birthday/anniversary/special occasions.
* Host weekly cocktail party/ exclusive wine tasting/ martini evening.

**Assistant Guests Services Director**

* Overseeing all facets of the client experience.
* Assist in ensuring guests check in process runs smoothly.
* Addressing guests complaints.
* Logging guests complaints.
* Responding to emails in a timely manner.

**Point Fortin Borough Corporation**

**2014/07/15 - 2014/08/29 - Clerical Assistant**

* answering and directing phone calls
* making phone calls
* taking and distributing messages
* photocopying, scanning and faxing
* sending emails
* preparing and sending outgoing mailings and packages
* typing documents and correspondence
* checking and entering data
* updating and maintaining databases

**Point Fortin Borough Corporation**

**2012/06/04 – 2012/08/31 – Assistant Auditor**

* Reviewing the firm’s financial report.
* Testing control systems and policies.

**EDUCATIONAL QUALIFICATION**

**2015: Technical Institute of Learning**

Certificate in Supervisory Management

**2011-2014: The University of the West Indies, St Augustine Campus**

BSc. International Tourism Management (Special)

**2009-2011: Fyzabad Secondary School, Fyzabad**

C.A.P.E. (Caribbean Advanced Proficiency Examination)

Subjects Unit 1 Unit 2

Accounting III II

Caribbean Studies - II

Communication Studies V -

Economics III III

Management of Business IV II

**2004-2009: Holy Name Convent Secondary, Point Fortin**

C.S.E.C (Caribbean Secondary Education Certificate)

Subjects Grades

Integrated Science II

English A II

Information Technology I

Mathematics III

Principles of Accounts II

Principles of Business II

Spanish III

**SKILLS**

* Certified in Microsoft Excel 2013
* Skilled in Microsoft Word 2013
* Time Management
* Multi-Tasking
* Excellent Customer Service Skills

**INTEREST & HOBBIES**

* Tennis
* Badminton
* Ballroom Dancing
* Culinary Arts

**REFERENCES**

|  |
| --- |
| **Mrs. Sherron Brache**  Dow Village, South Oropouche (Teacher)  Tel: (868) 677-5257 or 688-8794 |
| **Mrs. Magdelene Matthew**  Personnel and Industrial Relations Officer  George Road, Mahaica Point Fortin,  Tel: (868) 701-5701 or 648-2124 |  |