**CONTACT INFORMATION:** #62 JACK FRUIT DRIVE, CASHEW GARDENS CARLSEN FIELD, CHAGUANAS.

TRINIDAD, WEST INDIES

*Mobile: 1-868-788-9537, home: 1-868-672-0546*

*Email: rochelle\_moses2005@hotmail.com*

**OVERVIEW**  I consider myself to be a highly-motivated customer service professional with a verifiable record of accomplishments. I am highly creative, recognized as a results-oriented and solution-focused individual. Areas of strength include:

Organizational Skills Computer Literacy

Work as Team Player Communication Skills

Excellent Customer Service Skills

**EDUCATION**

**2011-2013 TRINIDAD AND TOBAGO HOSPITALITY AND TOURISM INSTITUTE**

Associate of Applied Science Degree – Tourism Management

**2001-2003** **Six (6) Caribbean Ordinary Level Passes**

Mathematics, English Language, Social Studies, Office Administration, Principles of Business and Spanish

**CERTIFICATES OF ACHIEVEMENT**

**2005** Microsoft Office

**2010** Advanced Practical Accounting

**2010** General Tour Guiding

**2010** Tourism and Hospitality

**2015** Customer Service and Office Etiquette

**2015** Purchasing with Business Ethics

**PROFESSIONAL EXPERIENCE**

**DIRECONE INTERNATIONAL CALL CENTRE LIMITED**

**CUSTOMER SERVICE SPECIALIST – MOBILE SALES AND SERVICE (TSTT)**

* Answering inbound telephone call enquiries, product questions, and service accounts professionally and efficiently in a fast- paced work environment
* Resolve customer’s technical enquiries
* Researching and resolving customer questions
* Excellent data entry, MS Word and internet navigation skills

**YTEPP LIMITED**

**2012- 2016 - PURCHASING ASSISTANT**

Data enter purchases into the database using Peachtree Accounting System and generating of purchase orders.

Negotiate for best practice package (in terms of quality, price, delivery and service) with suppliers and sending out request for quotations from suppliers (RFQ’s)

Advises staff and/or faculty as to appropriate choices of standard items to be purchased for offices and laboratories

* Follows up on orders to ensure that materials are shipped and delivered on promised dates.
* Maintains records and follow up files of purchases, shipments, and related matters.

**MINISTRY OF SCIENCE TECHNOLOGY AND TERTIARY EDUCATION**

**2006-2011 – ACCOUNTS PAYABLE CLERK**

* Reconciles processed work by verifying entries and comparing system reports to balances.
* Charges expenses to accounts and cost centers by analyzing invoice/expense reports; recording entries
* Pays vendors by monitoring discount opportunities; scheduling and preparing checks; resolving purchase order, contract, invoice, or payment discrepancies and documentation; insuring credit is received for outstanding memos; issuing stop-payments or purchase order amendments.
* Pays employees by receiving and verifying expense reports and requests for advances; preparing checks
* Maintains accounting ledgers by verifying and posting account transactions.
* Verifies vendor accounts by reconciling monthly statements and related transactions.

**CARIBBEAN AIRLINES DUTY FREE STORE**

**2010 - 2011 CUSTOMER SERVICE REPRESENTATIVE**

Greet customers and ascertain what each customer wants or needs

* Provide pricing information
* Answer questions regarding the store and its merchandise
* Tag, arrange and display products to promote sales etc.

**SPECIAL INTERESTS**

Youth Leader – Pathfinders and Master Guides Club (religious) 2002-2005

* Travelled with youths and provided financial aid and food services to the less fortunate in the Caribbean during the period listed above. Countries include; St Vincent and the Grenadines, Barbados, Jamaica, Antigua and Grenada.

Tour Guide

* Take groups on nature trails, heritage and historical tours and places of interest throughout Trinidad and Tobago