#2 Cadogan Street,

Point Fortin

1st July, 2016.

Massy Stores.

Dear Sir/Madam,

I hereby apply for post of any suitable position at the above named company.

During tenure at several places of employ, the aptitude to satisfy the needs of employers, clients and general public built rapport, quality and efficient service. Personal emphasis is placed on orderliness to avoid dysfunctions at the workstation, which serves on accomplishing planned work of actions. General administrative skills and accounting strategies have been areas in which experience has been gained. In light of this, the ability to multitask was sustained, mainly due to the willingness to have learnt new procedures with any organization.

The skills and experience gained in a variety of work settings, combined with character qualities of dependability, reliability, and an ethic of hard work are personal attributes. Significant amount of value demonstrated by setting motivational goals, through reinforcing a positive attitude, would assist in supporting any organization I am employed to achieve their objectives.

In closing, special thanks and appreciation are mentioned for taking the time to read this letter. Please see overleaf for details on my résumé. I would greatly appreciate an interview at your convenience.

Yours Respectfully,

Gemma Shirley Ramsaran

Cell: 377-7568

Email: [gsramsaran@hotmail.com](mailto:gsramsaran@hotmail.com)

**GEMMA SHIRLEY RAMSARAN**

Profile Administrative and customer support service in fast pace environment demand strong organizational, technical and interpersonal skills. Highly trustworthy, ethical, discreet, committed to the job environment. Confident and poised with individuals at all levels. Dedicated and oriented in completing projects on timely schedules. Capabilities include:

* Telephone etiquette and reception of guest
* General administrative skills
* Procurement
* Preparation of government vouchers for payment
* Customer service and relations
* Typing, word and excel operations
* Payroll, NIS Deductions and Contributions
* Preparation of insurance policies and certificates
* Filing and Data Operations
* Interpersonal and intrapersonal skill set

Experience Temporary Clerical Assistant (March 2016-June2016)

Ministry of Social Development and Family Services

Social Welfare Division,

* Updating life certificates
* Renewal of nominee cards
* Intake of clients, updating manual and electronic register
* Clerical Duties

Relief Office Support Officer (Clerk 1) (2014-2015)

Ministry of Education

General Administration Department

* Preparation of time sheets for daily paid workers
* Validation of leave and overtime forms
* Collection and submission of duty free declaration forms to the Permanent Secretary, CEO, AOV for relevant signatures
* Request invoice orders from accounting unit for provision of catering services
* Verification of catering bills/invoices for payment
* Issue the approval of national flags to Primary schools
* Responsibility in updating roster for the Ministry’s monthly and daily paid watchmen

Business Operations Assistant 1 – Service Provider (June – October 2014)

Ministry of Community Development

Community Development Fund

* Procurement Officer
* Filing Clerk
* Data entry to update electronic vote book
* Preparation of monthly expenditure report
* Accounts payable; preparation of government vouchers
* General duties assisting the accounts and administrative department

Office Assistant (2011-2014)

Industrial and Hydraulic Services Limited

* Billing Clerk
* Maintaining electronic inventory stock
* General office duties

Underwriter/Typist/Data Entry Clerk (2002-2009)

Capital Insurance Limited

* Prepare new policy proposals and certificates
* Preparing and typing documents for Licensing Department
* Inspection of vehicles
* Monthly accounts documentation
* Prepare documents for Licensing Office
* General office duties

Sales Clerk/Relief Cashier/Data Entry Clerk (1999-2002)

The American Stores Limited

* Market products and services
* Prepare proposals and invoices
* Monthly preparation of receivable and payable accounts
* Encashment of credit and cash accounts
* Prepare daily account statements
* Payroll

Underwriter/Typist/Office Assistant (1995-1999)

Y.A.V. Auto Serve Limited

* Prepare new policy proposals and certificates
* Prepare documents for Licensing Office
* General office duties

Data Entry Clerk (1994-1995)

Industrial Laboratory Services

* Data entry – laboratory results on various oil and water samples
* Prepare monthly data reports
* Light arrangement of laboratory apparatus

Typist (1992-1994)

Carl Dattadeen Insurance Agency

* Prepare insurance certificates
* Assist in preparation of new policies
* General office duties

Education/

Qualifications *Reading BSc Social Work*

*Online Learning Exchange,*

The University of The West Indies Open Campus

*Certificate in Psychology*

The University of the West Indies Open Campus (2010-2013)

*Certificate - Supervisory Management 1*

The University of the West Indies Open Campus (2010)

*Certificate - Microsoft Word*

*Certificate – Microsoft Excel*

Personalized Computer Services (1994& 2001)

C.X.C. O Level General Grade

English Language 11

Mathematics 111(before 1998)

Social Studies 11

Principles of Business 11

Geography 11

Point Fortin Senior Secondary School (1985-1991)

Additional Skills Typing at 45 w.p.m.

Interest Assistance to the less fortunate

References Mr. Kelvin Carter,

Administrative Officer V,

Ministry of Education,

Port of Spain

Mrs. Christine Sahajad,

Administrative Officer V (Ag.)

Ministry of Education,

Port of Spain