**SHANICE BAPTISTE**

**Building 5, Apartment 2,**

**La Goya Housing Development**

**Goya Road,**

**El Dorado**

**PHONE**: (868)-704-9453 **EMAIL**: shanicebaptiste1@gmail.com

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­­­­­­Dear Sir/Madam,

I would like to apply for the position that best suites my qualifications at your firm. My reason for applying at your firm is that I am now seeking work experience where hard work and reliability and initiative might one day win me promotion to great responsibility.

I have always believed in hard work, loyalty and consistently working to the highest standard of professionalism. I am prepared and proficient to confront new opportunities, with this I know I can contribute to your organization. I am a team player and also a good worker. I have a friendly personality and always willing to learn new things. I hope that you find me to be an asset to your company.

Thank you so much for this opportunity and I look forward being interviewed at your earliest convenience. The enclosed curriculum vitae provided additional information about my education background.

Thanking you in advance for accepting me as a part of your team.

Faithfully Yours,

Shanice Baptiste.

**SHANICE BAPTISTE**

**Building 5,**

**Apartment 2,**

**La Goya Housing Development,**

**Goya Road,**

**El Dorado.**

**Telephone: 704-9453**

**Email:** [**shanicebaptiste1@gmail.com**](mailto:shanicebaptiste1@gmail.com)

**PERSONAL**

**Date of Birth:** July 08th, 1994

**Marital Status:** Single

**CAREER OBJECTIVE**

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To function as an enthusiastic and serious minded team player who focuses mainly on completing tasks efficiently and effectively, in a challenging and rewarding position commensurate with my qualification, skills and attributes

**PROFESSIONAL EXPERIENCE**

02/2016-03/2016 **CUSTOMER SERVICE FIRST COURIERS LTD (CSF)**

***Customer Service Representative/Cashier***

* ­­­­­­­­­­­­­Dispatching of Cargo /Sorting of Cargo
* Communicating externally with customer via telephone, ticket, email
* Dealing with customer queries
* Cashing
* Posting of Paid Invoices
* Printing and Filing of Invoices
* Opening and closing of the Office
* Taking calls

11/2013-01/2014 **SERVISAIR (CARIBBEAN AIRLINES)**

***Customer Service Agent***

* Interacting with Customers
* Operating the company’s check- in system
* Disperse of clearance for flights
* Performing gate functions
* Boarding of flights

**EDUCATION**

06/2014-05/2015 **SITAL COLLEGE OF TERTIARY EDUCATION**

***Diploma in Travel Tourism and Hospitality***

***Management (Level 4)***

* Introduction to Business- (has to be resit)
* Introduction to Business Communication- (Pass)
* Introduction to Marketing- (has to be resit)
* Introduction to Travel, Tourism and Hospitality- (Pass )

09/2007-07/2011  **EL DORADO EAST SECONDARY SCHOOL**

***Caribbean Examination Council***

* Mathematics G3
* English Language G3
* Principle of Business G3
* Office Administration G2
* Electronic Document Preparation & Management G2

**SKILLS**

* Inventory Management
* Administrative Skills
* Cashing
* Good Customer Service Skills
* Communication Skills

**COMPUTER LITERACY**

* Ms Word
* Ms Excel
* Ms PowerPoint
* Ms Outlook
* Ms Access

**ACCOMPLISHMENTS**  Award for excellence in Office Administration.

**REFERENCES** Mrs**.** Nathalie Knutt Edwards

Teacher 1

Maloney Government Primary School

645-0409/738-5094

Mrs. Allyson Greaves Chuck

QC Support Manager

Water and Sewerage Authority (WASA)

645-5377/645-2209