Good Day Sir/Madam,

I would like to express my interest in working for your company.

I was previously employed as a Sales Clerk for a year. I am also fortunate to have acquired some Entrepreneurial and Business Start Up Development knowledge.

As you can see on my attached Résumé, I am a very versatile and capable individual who strives to excel in all task assigned to me. I like being a part of a dynamic organization and I am looking forward to that next opportunity.

I appreciate your time for reading my cover letter and hope for an appointment with you very soon.

Regards,

Oneesha Roach

|  |  |
| --- | --- |
|  |  |

Oneesha Roach.

**OBJECTIVES:**

To gain experience and obtain employment that would enhance my skill set and further my competency in the working environment.

**EDUCATION:**

Debe Secondary School

**Modern Studies**

2011-2016

**WORK EXPERIENCE:**

December 2014 – August 2015

**Lord & Lads**

Gulf City Mall, San Fernando, Trinidad, WI.

**Sales Clerk**

* Completed all cleaning, stocking and organizing task in store.
* Engaged with customers in a sincere and friendly manner.
* Built relationships with customers to increase likelihood of repeat business.
* Contacted other store locations to determine merchandise availability.
* Responded to customer questions and requests in a prompt and efficient manner.
* Maintained knowledge of current sales and promotions, policies regarding payment and exchanges and security practices.
* Greeted customers in a timely fashion while quickly determining their needs.

August 2016

**SuperPharm Limited**

Gulf View, Trinidad, WI.

**Customer Service Associate 1**

* Maintains a clean store environment and assists with housekeeping.
* Ensures that goods, packaging and bakery items are promptly off-loaded and stored neatly in appropriate areas including chillers, freezers, refrigerators, shelves and store room.
* Monitors stock levels and restocks refrigerators, chillers, freezers, shelves and displays as required.
* Provides assistance and informs customers about products and services.
* Answers customers questions concerning location and price of products.
* Communicates customer requests to management and places special orders or calls other stores to find desired items.
* Communicates with Store Management regarding customer comments, complaints, and overall product quality.
* Tags prices on merchandise and completes price changes for all products within the store.
* Sets up advertising and promotional displays or arranges merchandise on counters or shelves to promote sales.
* Answers phone and assists customers with queries as required.
* Maintains an awareness and knowledge of all sales, discounts, promotions, advertisements of the Company.
* Checks inventory daily for damages and expiries and counts inventory for audit purposes.
* Communicates with Store Management on all maintenance requirements for equipment and machinery.
* Provides fast, friendly and accurate check-out services for all customers using computerized cash register systems.
* Ensures that products are packed and handed to customers at check out.
* Maintains orderly appearance of register area.
* Balances and reconciles cash draw at the end of the shift.

**Achievements/Awards:**

Debe Secondary School

* 2014/2015 Debe Secondary Girls Football Award
* 2014/2015 Debe Secondary School Literature Award
* 2014/2015 Debe Secondary School Social Studies Award
* 2013/2014 Debe Secondary Girls Football Award
  + 2013/2014 Debe Secondary All round VAPA Award

**SOFTWARE PROFICIENCY:**

Microsoft Word, Microsoft Excel, Microsoft PowerPoint.

**REFERENCES:**

* Denise Nicholas, Planning Officer

**National Insurance Board of Trinidad and Tobago**

Phone: 1-868-793-9471

* Reeca Roach, Administrative Assistant to Warehouse Manager

**Smith Robinson & Company Limited**

Phone: 1-868-369-4985

* Kerry Benjamin, Police Officer

**San Fernando Police Station**

Phone: 1-868-322-6574