**MIKAAL ANTHONY H. ESPINOZA**

#14 Rampersad Trace

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**OBJECTIVE**

To obtain a position as a team player in a people oriented organization where I can maximize my customer service experience in a challenging environment.

**EDUCATION**

University of the West Indies 2014- 2018

Toco Secondary School 2012- 2014

Holy Cross College 2007- 2012

**Holy Cross College – CXC O’Level, 2012**

English Literature

English Language

Mathematics

Biology

Chemistry

Physics

Information Technology

**Toco Secondary School – CAPE UNIT 1, 2013**

Communications Studies

Biology

Chemistry

**Toco Secondary School – CAPE UNIT 2, 2014**

Communications Studies

Caribbean Studies

**SKILLS**  
Microsoft Word, Microsoft Excel, Microsoft PowerPoint

Basic life support CPR & AED (H.C.P. Level)

**PAST ACTIVITIES**

Toco Secondary School Students’ Council

School Prefect, Toco Secondary School

Toco Secondary School Environmental Club

Toco Secondary School Football Team

Toco Secondary School Football Team Manager

Volunteer Student Tutor, Toco Secondary School

Representative, Toco Secondary School Science Team (CYSF)

Master of Ceremony, Toco Secondary School Cultural Activities

Ballroom Dancing, ***(Classes at Kurt Joseph Dance Academy)***

**PRESENT ACTIVITIES**

Representative, University of the West Indies School of Nursing Opening

Member, University of the West Indies Afrikan Society

Member, University of the West Indies School of Nursing Football Team

Vice President, Trinidad and Tobago Student Nursing Association (UWI) 2015- 2016

Treasurer, Trinidad and Tobago Student Nursing Association (UWI) 2016-2017

Participant of the Red Runway Fashion Showcase 2016

**WORK EXPERIENCE**

DIGICEL – 2014 July-August

Call Center Agent

* Obtains client information by answering telephone calls; interviewing clients; verifying information.
* Determines eligibility by comparing client information to requirements.
* Establishes policies by entering client information; confirming pricing.
* Informs clients by explaining procedures; answering questions; providing information.
* Maintains communication equipment by reporting problems.
* Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
* Updates job knowledge by studying new product descriptions; participating in educational opportunities.
* Accomplishes sales and organization mission by completing related results as needed.

**Call Center Agent Skills and Qualifications:**

Verbal Communication, Phone Skills, Listening, Data Entry Skills, People Skills, Informing, Customer Focus, Customer Service, Attention to Detail, Professionalism, Multi-tasking

FARM HAND - 2016 July-August

Attend to live farm poultry. Attend to animals produced for animal products, such as meat, eggs. Duties may include feeding, watering animals. May maintain records on animals; examine animals to detect diseases and injuries; administer medications, vaccinations, or insecticides as appropriate. May clean and maintain animal housing areas.

**INTERESTS**

Politics

Law

Medicine

Baking

Craft

Modelling

**REFERENCES**

Available upon Request