**LETETIA M. PETERS**

#162 Water Wheel Road, River Estate, Diego Martin.

Cell: 282-4116 letetia\_peters@hotmail.com

**Career Objective:**

To achieve a position in a leading company where my interpersonal, marketing and professional skills are utilized to promote growth and foster professional development.

**EXPERIENCE**

**Customer Service**

* **Junior Underwriter**, 2014-present, COLFIRE

Duties included underwriting processes (creating, renewing and endorsing clients’ insurance policies), providing quotations, handling cash transactions, filing documents, issuing refund vouchers, telemarketing, reviewing policies and liaising with external parties (Banks), and internal parties (Senior Underwriters and Team Leaders) in addressing in-house transactions and customer disputes/queries). I am also responsible for approving and signing on quotations, new policies, refund vouchers and formal COLFIRE letters, as well as completing daily and weekly reports.

* **Customer Service Representative** (peak time), 2013-2014, RBC Royal Bank

Duties included checking the status of bank accounts, explaining incurred fees and helping customers with issues, problems or questions. Handling cash transactions, credit card transactions, money market transactions, verifying cheques, issuing drafts, as well as marketing of the banks products.

* **Switchboard Operator** (Temporary), 2012-2013, Bewil and Company Limited

Duties included answering the telephone, operating the switchboard, making calls for various persons in the organization as well as taking messages.

**Administration**

* **Office Assistant/Librarian,** (On the Job Training), 2005, Corpus Christi College

Duties included filing documents, answering the telephone and typing letters, checking in and out books, replacing books and maintaining library.

**Child Care:**

* **Day Care Assistant,** (On the Job Training), 2005, Corpus Christi College

Duties included bathing, feeding and entertaining children and maintaining day care.

* **Teaching Assistant/ Day Care Assistant,** (On the Job Training), 2004, Lady Hochoy Home

Duties included teaching children; giving one on one attention. Dressing and entertaining children and maintaining their living area.

**EDUCATION**

**University of New Brunswick (UNB Roytec Campus)** 2013-2015

**UWI School of Business and Applied Studies Ltd. (Roytec)** 2011-2013

**Credi** 2009-2011

**Corpus Christi College** 2004-2009

**Results:**

Bachelor of Science Degree in Business Administration (honours) 2015

Associate of Science Degree in Business Administration (Distinction) 2013 **(ROYTEC)**

Diploma in Business Leadership and 7407 Certificate in Further Education Teaching. 2011 **(CREDI)**

Ordinary level---CSEC (2009)

**SHORT COURSES TAKEN/ OTHER ACHIEVEMENTS**

Certificate of Insurance (CII) IF1 2015

National Youth Productivity Forum and Critical Thinking 2010/11

Screen Printing and Computer Graphics 2008

Active member of the Steel band, Panatics Steel Orchestra

**Computer Skills:** Microsoft Access, Excel, Word, Power Point and basic Computer Graphics and Design.

**REFERENCES**

Mrs. Rhonda O’Neil Ms. Aleshia Franklin

Roytec/University of New Brunswick COLFIRE

Lecturer Underwriter

758-9974 749-8918

Mrs. Anna Thompson Ms. Donna Harricharan

Bewil and Company Ltd. RBC Royal Bank

Human Resources Manager Supervisor

676-0525 / 681-6469 686-0608

Mr. Gautama Francis Mr. Reynold Huggins

Corpus Christi College Panatics Steel Orchestra

Teacher Musical Director/Arranger

293-4388 388-4041