***Professional Resume for*** **Venessa Ramsaroop**

12 Scott Street,

St. Augustine.

Trinidad and Tobago

663-8219 (H) or 394-0480 (C)

Email address: [venessa1944@hotmail.com](mailto:venessa1944@hotmail.com)

**Skills Summary**

A motivated and experienced customer service professional, contributes to the company business growth. Have over 3 years’ experience with customer interaction, proven skills to establish quality customers’ service. Understands Customers and can offer workable solutions for situations exercising the Company guidelines. Communicate well in the Customer Service environment, understands customer frustrations and can offer workable solutions to retain the customer. Have received merits for outstanding performance.

**Highlights**

- Proficient in Current Microsoft Office Suite

- Can communicate well with others

- Time Management skills

- Energetic work attitude

- Efficient management support

- Strong Organizational and

- Public Relations skills

- Excellent Telecommunication Skills

**Accomplishments**

**Customer Service**

* Apply Customer Retention Excellence to engage the Customer increasing profits for the organization.
* Stay focused and calm to resolve client conflicts and thereby prevent loss of key customers.

**Customer Interface**

* Understand the purpose of greeting customers upon entrance and offer service to satisfy business needs or transactions promptly and efficiently to their satisfaction.
* Assisted customers regarding account queries professionally and where necessary/apply workable skills with follow up as required.
* Developed expertise in Customer Satisfaction and Public Relations skills through academic learning with Training and Development.

**Employment**

**Discount Merchandise, Sales, Pricing and Inventory Control Clerk**

**Nov 2015- Jan 2016 & Jul 2016-Sep 2016**

* Opening and closing the business on time.
* Customer Relationship Management- Queries, Suggestions, Information Dissemination.
* Punctuality and flexibility to work overtime during rush periods.
* Team working and sales training for promotions seasons Carnival, New Year’s Party décor or special holidays or occasions

**Jungle Gym Fitness Limited, Front Desk Attendant                (2013 – 2015)**

Worked with management on consumer questionnaires and promotional customer value packages.

- Team working and punctuality.

* Customer Orientations
* Complaint management.
* Market Branding.
* Design and Develop New Marketing Customer Value Packages.

**School of Accounting and Management, Secretary        (2013 – 2014)**

* Clientele management, oral and written communications and overall information dissemination and phone call handling. First line processing of new Students to the School.
* Customer Service: Provided customer service at registers, lay-by counter and on retail floor.
* Responded to all customer enquiries, provided support and guidance to resolve any issues or concerns.
* Time Management and Punctuality:
* Interpersonal Skill and Speech:
* Team Working:
* Flexibility and Adaptability:
* Fluid in task shifting and multitasking in order for timely task completion.

**Trini Inks Tattoo Parlor, Customer Service Representative   Jul 2012 to Oct 2012**

- Did time management, clientele management, oral and written communications, confidential information dissemination and phone calls handling.

- Time Management and Punctuality: Task completions and timeliness finishing required tasks on time.

- Team Working: Exercised cooperativeness, understanding and information transparency to contribute to customer service and business reputation management.

**Education**

-Lakshmi Girls Hindu College- 2006 - 2011

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-The School of Accounting and Management- 2013 - 2016

**Caribbean Examination Council Examinations:**

-Mathematics- Grade II

-English- Grade I

-Social Studies- Grade I

-Principles of Business- -Grade I

-Literatures in English- Grade I

-Biology- Grade II

-French- Grade II

-History- Grade II

-Art and Design- Grade I

**Caribbean Advanced Proficiency Examinations:**

**Unit One**

-Communication Studies- Grade I

-Sociology- Grade I

-Literatures in English- Grade III

-Art and Design- Grade II

**Unit Two**

-Caribbean Studies- Grade I

-Sociology- Grade I

-Literatures in English- - Grade III

-Art and Design- Grade III

**Tertiary Education-** Completed the BA (Hons) Business Management, Graduate (First Class Honours).

***Resume Cover Letter for* Venessa Ramsaroop**

12 Scott Street

St. Augustine.

Trinidad and Tobago

(868) 663-8219 H or 394-0480 C.

Dear Senior Human Resource Manager,

Trinidad and Tobago

Dear Senior Human Resource Manager,

Attached please find my resume. I am seeking permanent employment as a Supervisor so that I can apply my skills in Time Management, Public Relations, Promotions Management, Customer Service and Satisfaction, Marketing, Advertising, Analytics, Business Development, Enterprise and Learning.

I have gained expertise in these fields from practical experience and completing a Degree Plan from Anglia Ruskin University, United Kingdom through accreditation by The School of Accounting and Management. St Augustine.

I am excellent in understanding the consumer behaviours and decision drivers, possess the required communication skills, understand consumer frustration and offer suitable solutions to resolve the issue or concerns. I have gained practical experiences from on the Job Training and Developments.

I would like the opportunity to further discuss my skills and qualifications in an interview at your earliest convince. I do look forward to meeting with you on how I can be an asset to your Organization.

Respectfully,

Venessa Ramsaroop. (Electronically Signed.)

Venessa Ramsaroop

E: mail address: venessa1944@hotmail.com