## **Mellanie Tara Samuel** 26, Apple Blossom Avenue, St Clair Gardens, Trincity 392-5201 [taradevirani9@gmail.com](mailto:taradevirani9@gmail.com)

**Objective**: To be part of a dynamic establishment that promotes excellent Customer Service.

**Summary of Qualifications:**

* Attention to detail
* Aptitude for problem solving, teamwork
* Strong verbal and written communication skills, professionalism
* Customer service personality eager to assist internal & external customers
* MS Word, Excel, PowerPoint, Outlook, Access, e-mail, Internet research

**Education:**

**St Dominic’s Convent, Barataria 1999-2003**

**CXC -General**

* English A
* English B
* Mathematics
* Principles of Business
* Social Studies
* Spanish
* Human and Social Biology

**The College of Tertiary Education (SITAL), Trincity 2003-2008**

* Theory of Airline Reservations and Ticketing
* Computer Literacy
* Applications and Practices of Airline Reservations
* Conversational French and Spanish

**Professional Experience:**

**The Ministry of Social Development, Port-of-Spain 2005-2006**

**Clerical Assistant in the Corporate Communications Unit**

Duties and Responsibilities

* Office Duties – Filing, Typing Reports, Customer Service Research

**Piarco Air Services (LIAT), Piarco International Airport 2007-2008**

**Customer Service Representative and Ticketing Agent**

Duties and Responsibilities

* Ticketing
* Follow the Piarco Air Services (Liat), Surinam Airways) Conduct and Ethics policies, maintaining ethical behaviour at all times
* Promote good customer relations by consistently providing premier customer satisfaction ,with a friendly demeanour and a willingness to help at all times
* Maintain Customer/Passenger confidentiality
* Have a developed rapport with the customer base and eager responsiveness

**Oscar Francois Ltd, Port of Spain 2009-2011**

**Customer Service Representative in the Pharmaceutical Department**

Duties and Responsibilities

* Extensive knowledge of the pharmaceutical medications sold by the company
* Answering customer inquiries, entering and successfully processing orders
* Investigating customer problems and/or complaints to successful resolution
* Maintaining relationships with both internal and external customers with exceptional service
* Function as a liaison between customer service and other branch departments, Accounts and/or Sales Representatives to provide product pricing and product research
* Producing monthly order guides
* Expediting orders as required
* Working effectively in a team environment to meet business goals and objectives

**SuperPharm Limited, Valsayn and Trincity Branches 2011-2014**

**Pharmacy Technician**

Duties and Responsibilities

* Assists Pharmacists in processing and dispensing medicine
* Stores relevant forms after prescriptions are dispensed including CDAP
* Stocks over the counter drugs
* Assists in merchandising, (including shelf tags, price tags) stacking and displaying items for sale
* Help patients find over the counter medications
* Perform cash register duties and record daily sales
* Performs housekeeping duties within the pharmacy department, maintaining a sanitary work environment
* Advises customers on the selection , prices of goods available, use and care of merchandise and specialized products and escort them to the location of the goods
* Mix pharmaceutical preparations according to written prescriptions
* Receive written prescription or refill requests and verify that information is complete and accurate
* Respond to simple patient queries and direct them to pharmacists for clarification on issues concerning drug information and interaction

**References:**

* Kavita Debysingh, Senior Pharmacist 800-4969 ext 2801
* Brandon Sandy, Registered Pharmacist 800-4969 ext 2801
* Reanna Ramlal, Registered Pharmacist 800-4969 ext 2801
* Cherisse Ramsaran, Registered Pharmacist 800-4969 ext 2301

**Med-Farm Drugs Arima 2014 -2016**

**Pharmacy Technician**

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**References:**

Rachael Hernandez, Human Resource Manager 275-3004

Shalima Mohammed, Senior Pharmacist 375-0004

**A&G Family Pharmacy 2016-Present**

**Manager/ Senior Pharmacy Technician**

Duties and Responsibilities:

* Program, direct, review, and rectify pharmacy procedures.
* Make formal requests for all supplies needed.
* Familiarize self with current new pharmaceuticals.
* Oversee the organization of inventories. Plan, administer, organize, and successfully implement all activities in relation to the pharmacy.
* Provide guidance on medications and prescriptions and over-the-counter drugs.
* Responsible for establishing policies and procedures to be followed by pharmacy personnel, which are in accordance with pharmacy law, acceptable pharmacy practice and professional standards.

**Reference:**

Abigale Gray, Pharmacy Owner 380-2079