To whom it may concern,

Human Resource Department

Human Resource manager

Dear Sir/Madam,

I am submitting my resume for review and consideration for the vacant position within your organization. I am interested in your organization because I believe this oppourtunity will be mutually beneficial. I can also be a valuable asset to your existing team of professionals and add immediate contribution to your organization as well. I am a loyal and sincere individual in addition to which possess great interpersonal skills and also work well autonomously. I am seeking a position where I can develop and excel while giving my best to an employer.

Thank you in advance for your time and consideration. Should you have any questions or require additional information please feel free to contact me via telephone at 868-276-3615 or via email at [www.zakiyamoses@gmail.com](http://www.zakiyamoses@gmail.com) . I look forward to scheduling an interview in order to further discuss how I can positively contribute to the continuing of your company’s success.

Sincerely,

Fayola Moses.

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FAYOLA MOSES

Address: #120 La-Paille Gardens Caroni

Email Address: [www.zakiyamoses@gmail.com](http://www.zakiyamoses@gmail.com)

Mobile: 2763615/3290829

Date of Birth: MARCH 20th, 1993

Marital Status: Married

***KEY SKILLS:***

**Office skills:**

* Performing Clerical, Administrative and secretarial duties, Customer Service.
* Typing and Drafting of reports and Spreadsheets, Data Entry, Typing, Drafting of Letters.
* Telephone etiquette and the use of voicemail to place, screen and answer telephone calls.
* Ability to organize, prioritize and plan work, use office reference handbooks, and manage appointments, reservations and itinerary schedules.
* Exceptional listener and communicator who effectively conveys information verbally and in writing.

***Qualifications:***

***SEPTEMBER 2003-JUNE 2005: CUREPE EDUCATIONAL CENTRE***

SEA EXAMINATIONS

***SEPTEMBER 2008-MAY 2010: ARANGUEZ EDUCATIONAL SECONDARY***

* English Language II
* Mathematics II
* Principles Of Business II
* Principles Of Accounts III
* Social Studies II
* Office Administration II

***OCTOBER 2010-JUNE 2011: SCHOOL OF ACCOUNTING AND MANAGEMENT***

CERTIFICATE IN BUSINESS MANAGEMENT

***JUNE 2011-JUNE 2012: SITAL COLLEGE OF TERTIARY EDUCATION***

* CERTIFICATE IN ENGLISH FOR BUSINESS
* CERTIFICATE IN TEXT PRODUCTION

**WORK EXPERIENCE:**

***October 2014-December 2015: Sugar Welfare and Labor Committee***

***Clerk 1 (temporary appointment from SCSD)***

* Calculating balances owed on outstanding loans.
* Answering and making telephone calls.
* Greeting customers at the counter and handling queries
* Creating folio for files

***August 2014-February 2016: Columbus Communication:***

***Call Centre Representative***

* Taking Calls answering queries and Troubleshooting of service provided.
* Logging all calls and queries in a timely manner.

***June 2013-August 2013: Curepe Educational Centre:***

***Assistant Teacher Summer Camp***

* Teaching and supervising of children.
* Making appointments.
* Answering and making telephone calls.

***October 2012– March 2013: Digicel:***

***Call Centre Agent***

* Taking calls and answering queries and troubleshooting.
* Logging all calls and queries in a timely and efficient manner.

***March 2012-May 2012: Scotia Bank:***

***Sales Representative (contract)***

* Based in Pricesmart selling credit cards.

***January2012-March 2012: Cunupia Government Primary School:***

***Clerical Assistant OJT***

* Answering and making telephone calls.
* Interacting with guests.
* Typing of documents.
* Photocopying of documents.
* Assisting staff with various administrative duties.

***June 2011 – August 2011: R & S Pastries***

* Cashier.
* Serving of food.

**April 2010 – April 2011: Moore Freight Services:**

**Office Assistant (contract)**

* Assist staff with administrative duties.
* Responding with customers and internal departments via telephone and email
* Typist

**REFERENCES:**

**Junior Louis Moore**

**General Manager – Moore Freight Services**

***722-1650***

**Bernadette McCarthy**

**Accountant – G4S Security Services Ltd**

**492-3183**

**Elizabeth Mc Bernie**

**Vice principle Curepe Educational Centre**

**383-0619**