27th March, 2017

To the Human Resources Manager

Massy Stores, Head Office

39A Wrightson Road,

**Port of Spain**

Dear Sir/Madam,

I hereby submit my application to your establishment for a position which best suites my qualifications and experience.

If I am accepted within your establishment I can assure you that I am willing to undertake all that the job is required of me. My number one goal is to maintain the high standard of professionalism and excellent customer service that continues to prevail, and possibly improve it if necessary.

One of my greatest strengths is adjusting to any situation and any task easily because I am fully dedicated and committed to anything that I set my mind to. Currently, I am attending College of Science, Technology and Applied Arts of Trinidad and Tobago (COSTAATT) where I am enrolled in AAS Office Administration as a part-time student. I have received training at YTEPP Limited as an (OJT) On-the-job trainee where I was exposed to an office environment. I have acquired extensive management, customer service and organizational training at Prestige Holdings Limited (KFC). I have also completed vocational courses at the Youth Training Enterprise Partnership Programme (YTEPP) which covered developmental skills in leadership, communications, interpersonal and human relations in the automated office.

I am available to meet with you at your earliest convenience, to provide any additional information you might require for favorable consideration to my application. I look forward to your response.

Sincerely,

Lucille Cawley

**Objective**: To utilize my knowledge and supervisory skills in customer service, office experience and other acquired skills for the benefit of this company and beyond.

**Education:**

**Currently 2016: PART-TIME – College of Science, Technology and Applied Arts of Trinidad and Tobago**;

* Associate in Applied Science (**AAS)** Office Administration.

**Courses that I have completed thus far;**

* Introduction to the Study of Society- **Grade B**
* Introduction to Academic Writing- **Grade B**
* Word Processing II- **Grade B+**
* Fundamentals of Writing- **Grade B**
* Procurement and Inventory Management- **Grade C+**

**1995-2000: El Dorado Secondary School**

CXC O levels -General Proficiency

* Integrated Science: **3**
* English A: **3**
* Food and Nutrition: **2**
* Home Economics Management: **2**

**1988-1995: Arima Girl’s Government School**

* Common Entrance Examination

**Vocational Training**

**2014/2015: Youth Training Employmet Partnership Programme**

* Cosmetology,
* Skills for The Automated Office
* Career Enhancement

**Work experience/Training:**

1. **- 2016: YTEPP LIMITED**

* **July, 2015 - February, 2016; Office Assistant : O.J.T**; operating standard office equipment; photocopying machine/printer/scanner, filing, answering calls, receiving and dispatching documents, assisting in payroll and timesheets, assisting in other acquired tasks as needed.
* **March 2015 – April 2015; Care-giver for techno-kids**; assisting tutor/students with computer, carrying students to and from the washroom, ensuring that the students receive their lunches on time.

**2001- 2010: Prestige Holdings Ltd. KFC**

* **2008-2010: Home Service Coordinator**; Manage sales, resolve customer complaints, monitor timelines of take-out orders, coordinate driver’s schedules, dispatch drivers for deliveries, manage inventory throughout shift and compiling information for weekly and monthly reports, audit sales for reconciliation, process time-sheets for payroll.
* **2005-2007: Shift-Supervisor**; Supervised customer service representatives, conducted daily inventory on an hourly basis, complied, updated and filed information on computer system, resolved customer complaints and other needs, scheduled delegate and coordinate duties of team-members; assumed other responsibilities as required
* **2001-2004: Team-member**; Performed general duties as assigned during training of food preparation, food-safety gold-standard product quality, attended to customer’s needs, all round assistance in the store.

**Voluntary work**

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| **2013 to date: Kangalee Extension Committee** |  |

* Secretary- record minutes, circulate agendas, memo, various letters when necessary, record keeping

**Hobbies:**

* Interior Decorating
* Cooking
* Baking

**References:**

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| --- | --- | --- |
| **Name of Person** | **Occupation/Address** | **Contact** |
| Margaret Oliver | Housewife/ Maycock Street, Valencia | 667-8371 |
| Mr. Gregory Alexander | YTEPP Tutor | 787-7856 |
| Mrs. Michelle Moses-Connor | YTEPP Centre Manager | 478-4200 | |

Ms. Nicola Alexander Administrative Assistant 667-8741/742-1623/345-1609

YTEPP-Valencia