Phylicia Alcala

Block U Apartment 004

Embacadere

San Fernando

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# Objective

To be employed in an environment that is challenging and that offers opportunities for growth and development.

# Education

## San Fernando Secondary Comprehensive School

1997- 2002.

SUBJECTS:

* English A- Grade 3
* Principals Of Business- Grade 3
* Social Studies- Grade 3

**Western Industrial Solutions Limited**

2010.

**Training certificate**:

Fire watch/Warden

**School Of Practical Accounting and Services**

2011.

## Computer training certificate

* Computer Literacy- A
* Microsoft Excel- A+
* Peachtree Accounting (PASS)

# Skills & Abilities

## Management

* Excellent time management and organizational skills.
* Quick learner.
* Training development aptitude.

## Sales

* Strategic sales knowledge.
* The ability to work independently or as a co-operative team member.

## Communication

* Strong and effective communication skills and dynamic personality.
* Patient and empathetic with extensive background in conflict resolution and customer care.
* Professional under pressure with superior computer skills and telephone etiquette.

## Leadership

* Resourceful and Personable.
* Positive attitude and analytic thinker.
* Reliable and honest.

# Experience

## Membership Clerk/Telemarketer | PRICE SMART  | from- 2011 to 2014

* Responsible for printing of membership cards.
* Signing up new members.
* Renewals of expired membership cards.
* Refunding items.
* Calling members to keep them updated about their membership status.
* Signing up and renewing membership cards via telephone.

## Tables dealer/Inspector| Sunny Group Of Companies | from- 2014 to 2017

* Responsible for live gaming.
* Ensuring payments are made correctly.
* Controlling of table games.
* Correction of errors made.
* Ensuring customers comfort and satisfaction.

**REFERENCES**

**Adana Martin**

**Membership supervisor Price smart**

**Contact: 720-3076**.

**Marlene Bernard**

**Floor supervisor at Sunny group of companies**

**Contact: 710-3419.**