Nikkita Charles

#21 Bermudez Trace, Siparia

1 (868) 372-4243/ 294-5301

[nikkitacharles1996@gmail.com](mailto:nikkitacharles1996@gmail.com)

D.O.B.: 2nd January, 1996

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OBJECTIVE:

Seeking employment with your business to give my best service and working together as a team

with my co-workers while gaining experience and doing my job as per standards put forth by this

Business

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with my co-workers while gaining experience and doing my job as per standards put forth by this

business

**OBJECTIVES:** Seeking employment at your business to give my best service and working together as a team with my coworkers while gaining experience and doing my job as per standards put forth by this business.

**SCHOOLS ATTENDED:** School of Higher Education, San Fernando (2014 – current)

Pleasantville Secondary School (2010 – 2012)

Fyzabad Anglican Secondary School (2007-2010)

**QUALIFICATIONS OBTAINED:** A.B.E. LEVEL 5 DIPOLMA (HUMAN RESOURCE MANAGEMENT) - CURRENT

A.B.E. LEVEL 4 DIPOLMA (BUSINESS MANAGEMENT)

C.X.C. O’ LEVEL

* Mathematics
* English
* Office Administration
* Electronic Document Preparation Management (EDPM)
* Principles of Account
* Principles of Business
* Integrated Science

**WORK EXPERIENCE: Lollabee Cellular (Digicel)**

2015 – Current

**CUSTOMER SERVICE REPRESENTATIVE**

* Assist walk-in customers with questions relating to our products and services.
* Conduct mobile handset and SIM card sales.
* Conduct bill payment transactions.
* Cashier transactions
* Provide high quality service to customers.
* Work in a fast paced environment.
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* Keep abreast of new promotions, products and services.
* Use Office equipment such as Printer, Scanner, Telephone and Fax Machine

**Barada Information Systems Limited (Digicel)**

2014 – 2015

**CUSTOMER SERVICE REPRESENTATIVE**

* Assist walk-in customers with questions relating to our products and services.
* Conduct mobile handset and SIM card sales.
* Conduct bill payment transactions.
* Cashier transactions
* Provide high quality service to customers.
* Work in a fast paced environment.
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**ADDITIONAL INFROMATION:** **Lollabee Cellular**

Employee of the month of March 2017

Employee of the month September 2016

Employee of the month of July 2016

**Trinidad and Tobago Red Cross**

First-Aid 2016

**Pleasantville Secondary School**

Highest Performer in form - EDPM

**Republic Bank (Youth Link Programme)**

* Trainee at Pointe - a - Pierre Branch
* Trainee in all departments of Bank
* Use Office Machines and Equipment
* Answering Telephone
* Files Letters and Documents

October 9, 2014 – April 24, 2015

**Jumpstart Programme (Chamber of Commerce)**

* Trainee at Southern Sales and Service Company Limited
* Trainee in the Accounts department
* Use Office Machines and Equipment
* Answering Telephone
* Calculates Commission
* Files Letters and Documents

July 16 – August 25 2012

**EXTRA CURRICULAR ACTIVITES:** Reading, Traveling

**REFERENCES:** Ms. Gillian Bruce

Teacher III

Fyzabad Anglican Secondary School

(868) 677-7439

Ms. Mindy Singh

Branch Manager

Barada Information System Limited

(868) 318-9191