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|  | Marijan Butts BSC.  #10 Emery Street, Diego Martin  |  marijanbutts@hotmail.com  | 777-2925 |
| Objective | Obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals |
| Skills & Abilities | • Microsoft office  • Flexibility  • Typing speed 50wpm  • Working in a fast pace environment |
| Experience | **CUSTOMER SERVICE REPRESENTATIVE** DIGICELOCTOBER 2016 – DECEMEMBER 2016  * Provide integrated customer management solutions to clients locally and internationally on the service on digicel  **CUSTOMER SERVICE CALL AGENT DIRECONE****OCTOBER 2015 – May 2016** **• Provide integrated customer management solutions to clients locally and internationally on the service of bmobile** **registrar** north west maritime may 2014 – october 2015   * Maintained the academic record of all students, as well as, planned and implemented the registration process for classes. * Ensured good order and an atmosphere conducive to academic activity by producing timely and accurate statistics, class rosters, grades, certifications and other reports, and by serving as a "watch dog" for academic policies. * Produced class and examination schedules which, as much as possible, served the needs and preferences of faculty and students and ensured that the condition of the classrooms met the needs of quality instruction. * Assisted the faculty in its teaching through the administration of the teacher evaluation process.  **field sales agent** tstt blink January 2013 – april 2014   * Introduced clients to Blink Internet, Blink Entertainment, Blink Vigilance and Fixed Lines services for both residential and business lines. * Maintained and organized a customer database of over 600 clients nationwide. * Attended meetings, sales events and trainings to keep abreast of the latest developments. * Met personal and team sales targets.  **Trainee Guidance Counselor** Ministry of Education - SSSDSeptember 2011 – septmember 2012  * Responsible for the schedule for both Primary and Secondary School * Provided direct support service to individual students, small groups, and classrooms. * Completed assessments, referrals with students and families. * Worked alongside the Guidance Counselor in counselling the students and families. * General clerical work.  **legal secretary (part time)** dawill law academyseptember 2008 – november 2012  * Produced information by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics; coordinated case preparation. * Maintained client confidence by keeping client/attorney information confidential. * Provided historical reference by developing and utilizing filing and retrieval systems; recorded meeting discussions; maintained transcripts; documented and maintained evidence. * Maintained office supplies by checking stocks; placed and expedited orders; evaluated new products. * Ensured operation of equipment by completing preventive maintenance requirements; called for repairs.  **Research Assistant** Ministry of social development - nfsjanuary 2008 to january 2009  * Collected and analyzed data * Prepare materials for submission to granting agencies and foundations. * Provided ready access to all experimental data for the supervisor. * Prepare other articles, reports, and presentations * Monitor the project budget |
| Education | **costaatt**, port of spain bachelor of arts – criminal justice  2014- PRESENT  3.0GPA **UNIVERISTY OF SOUTHERN CARIBBEAN/ANDREWS UNIVERSITY**, MARACAS ST. JOSEPHBACHELOR OF SCIENCE – PSYCHOLOGY 2005-2011  2.93 GPA **DOWNERS DIEGO MARTIN FINISHING SCHOOL**, DIEGO MARTINCXC ENGLISH 3  HUMAN AND SOCIAL BIOLOGY 3  PRINICIPLE OF BUSINESS 3  PRINCIPLE OF ACCOUNTS 2 **BISHOPS OF CENTENARY COLLEGE**, WOODBROOK CXC  MATHEMATICS 2  PRINICIPLE OF BUSINESS 3  PRINCIPLE OF ACCOUNTS 3  OFFICE PROCEDURES 3  TYPE WRITING 2  SOCIAL STUDIES 3 |
| volunteer | • St. Vincent De Paul  • Altar Server  • Child Line  • Tutor  • Police Youth Academy |
| References | **derek walcott**, managing directornorth westmaritime ltd. Tel: 634-3135 **shira mohammed**, managing directorbees marketing events Tel: 320-7045 |