Massy Stores

39A Wrightson Road,

Port of Spain,

Trinidad.

To whom it may concern:

It is with great interest that I submit my resume for your perusal. I wish to be considered for any suitable position within your organization.

I am a young, dynamic and ambitious young lady with a competitive edge. I am determined to perform, willing to learn new things and participate in any training that may be necessary. My work experience has allowed me to gain experience in the fields of both customer service and sales.

I strongly believe I can use my knowledge, experience and enthusiasm as a contribution to your team. Should an opportunity be afforded to me, I am available to be interviewed at your convenience.

Thank you in advance.

Sincerely,

Daniela De Freitas

## **C:\Program Files\Microsoft Office\MEDIA\OFFICE14\Lines\BD14882_.gifDaniela De Freitas**

**Address:** Pinto Road, Arima

**Contact Information:** 868-277-3777

**Email:** daniela.adefreitas19@gmail.com

### **ACADEMIC QUALIFICATIONS**

* **Certificate in Meetings and Events Management**

Institution: Trinidad and Tobago Hospitality and Tourism Institute (TTHTI)

Year Completed: 2008

* **CXC Subjects** - Mathematics Grade III

English Language Grade II

Principles of Business Grade II

Integrated Science Grade III

Social Studies Grade III

Institution: North Eastern College

Year completed: 2008

### **EMPLOYMENT EXPERIENCE**

* **Customer Service Representative – (Team Lead)**

Company: Easipharm Ltd.

Period: Nov 2015 – *present*

Responsibilities: Purchasing

Accounting

Supervising

* **Customer Service Representative**

Company: Swissport International Ltd.

Period: Nov 2010 – Oct 2015

Responsibilities: Handled passenger check-in and baggage services

Made public service announcements

Boarded and assisted passengers with special services

(Wheelchairs and unaccompanied minors)

Handled flight interruptions and customer concerns/queries

Handled cargo clearance

* **Office Assistant**

Company:DF Marketing

Period: Aug 2009 – Aug 2010

Responsibilities: Provided and maintained high standards of customer service

Cashed the daily purchases

Purchased stock and supplies

Filed documents

### **REFERENCES**

* Mr. Jason Andrews 868 337 5228 / 868 741 5228

Manager

* Mr. Ben Kangalee 868 356 9399 / 868 303 6876

Pharmacist