Dear Sir/Madam,

It is my sincere desire to apply for any position that suites my qualifications. My ability to multi task, to communicate effectively and efficiently with others, will certainly be an asset to your organization. I am self-motivated, always willing to learn new information and can be a great team leader. I assure you that if I am chosen to work at your organization, I would be willing to work hard towards the company’s mission, vision and goals. I thank you in advance for accepting my application. I am available for an interview upon request.

Most Thankfully,

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Daniella Taylor

**DANIELLA TAYLOR**

#74 EIGHT STREET BARATARIA

[danielladd1@yahoo.com](mailto:danielladd1@yahoo.com)

Contact #: 476-4284

**OBJECTIVES**

To obtain a position that will enable me to use my strong organizational skills, educational background and ability to work well, communicate and help people in need of my assistance.

**Education**

**2003-2006** Curepe Junior Secondary School

**2006-2008** St. Augustine Senior Secondary Comprehensive School

**Qualification**

Principle of Business 1

Office Administration 1

English A 2

**2012**  Ford College

Certificate in Executive Secretarial Course

**WORK EXPERIENCE**

**Cosmetic Counter**

Consultant 2014- June 2015

* Spend time with customers and recommend products which suit the customer’s lifestyle, skin type, face shape, colouring and age
* Give a high priority to sales to meet your sales targets
* Keep up to date with new ranges of products, fragrances, colour ranges and product promotions
* Give customers a facial or a ‘make over’ - this is often a central part of the work for self-employed beauty consultants working from home
* Monitor stock levels and sales, and re-order items when necessary
* Keep customer records to create a more personalised service
* Wrap purchases and handle cash, cheque or credit card payments

**Bmobile**

Customer Service Representative- 2011-2014

* Attract potential customers by answering product and service questions; suggesting information about other products and services.
* Open customer accounts by recording account information.
* Maintain customer records by updating account information.
* Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Maintain financial accounts by processing customer adjustments.
* Recommend potential products or services to management by collecting customer information and analyzing customer needs.
* Prepare product or service reports by collecting and analyzing customer information.
* Contribute to team effort by accomplishing related results as needed.

**Coco Reef Resort and Spa**

Receptionist- 2009-2011

* Welcomed visitors by greeting them, in person or on the telephone; answering or referring inquiries.
* Direct visitors by maintaining employee and department directories; giving instructions.
* Maintained security by following procedures; monitoring logbook; issuing visitor badges.
* Maintained telecommunication system by following manufacturer's instructions for house phone and console operation.
* Maintained safe and clean reception area by complying with procedures, rules, and regulations.
* Maintained continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
* Contributed to team effort by accomplishing related results as needed.

**Heavenly Care Home**

Receptionist 2007-2016 (Part Time)

* Handle meetings with Child Authority, Children Homes Authority Trinidad and Tobago (CHATT).
* Schedule appointments.
* School visits; making sure they are well supervised.
* Handle the staff pay checks and NIS; make payments and keep everything up-to-date and organized.

**REFERENCES**

Letitia Cox

**Nurse**

St. Ann’s Medical

Contact#- 1-868-348-7858

Jenisa Stephens

**Corporate Communications Officer**

Ministry of National Security

Contact#-1-868-732-0319

Jerome Huggins

**Police Officer**

Contact#-1-868-753-0423

Chinelle Charles

**Business Operations Assistant**

Trinidad and Tobago Police Academy

Contact#- 1-868-375-2518