**RESHMA BUNSEELAL-FERO**

#9 Jaggesar st, , Charles Street, Gasparillo.

C: 1-868-768-4317 E: [reshmafero35@gmail.com](mailto:reshmafero35@gmail.com)

**Career Objective**:  Seeking employment that will allow me as an individual to utilize customer service and problem-solving skills.

**Skills and abilities:**

* *Good written and verbal presentation skills. Use of proper grammar and have a good speaking voice.*
* *Able to get along well with co-workers and accept supervision. Received positive evaluations from previous supervisors.*
* *Ability to achieve immediate and long term goals and meet operational deadlines.*
* *Accustomed to heavy telephone usage.*
* *Team player, with leadership skills.* Ability to work in flexible hours and handle multiple job responsibilities
* *Ability to plan and execute events successfully.*
* *Excellent personal motivation with a proven ability to build and work collaboratively in a strong team concept environment, and independently.*
* *Strong interpersonal skills resulting in exceptional rapport with people. Proven success in initiating, promoting and maintaining strong interpersonal relations. Able to deal courteously, professionally, and tactfully with the general public in a variety of circumstances****.***

**IT Skills:**

*Proficient in MS office, Cosacs. Net, Intranet, Internet Basic and Advanced computer applications.*

**Education:**

*Miami Central Senior High School.*

*Cornerstone Christian Correspondence School.*

*Miami Dade Community College.*

*Modern Business Studies School.*

*The Institute Of Medial Education*

*The Trinidad and Tobago Phlebotomy Training Services.*

*A High School Diploma*

*5 CXC O level passes.*

*Mathematics, English Literature, English Language, Social Studies and Integrated Science.*

*Dialysis Technician Diploma*

*Diploma In Phelbotomy*

**Work Experience:**

**KDR Medical Care Limited**

Dialysis Technician 2015 – 2017

Observed patients and conducted machine safety checks according to facility policy; reported any change or unusual findings to the nurse supervisor

Ensured that all blood spills are immediately cleaned with appropriate disinfectant according to facility policy

Reviewed treatment sheets for completeness and ensured nursing signatures were documented and ensured omitted entries were completed or corrected

Cleaned and disinfected dialysis machine surface chair equipment and surrounding area between treatments

Evaluated patients' vascular access during treatment including arterial and venous monitoring pressures; provided appropriate intervention as needed documenting and reporting any unusual findings

**Aancho Dialysis Center**

Dialysis Technician 2014-2015

Assist other health care members in providing patient detailed education regarding adequacy measures

Record accurate and timely information regarding vital signs and treatment parameters onto the Hemodialysis Treatment Sheet with initial identification

Welcome assigned patients and inquire as to their wellbeing since their last treatment' reporting anycomplaints or observations to the nurse supervisor

Obtain necessary pre- and post- treatment vital signs and weight Monitor patients' response to dialysis therapy Responsible for calculating and entry of individual patients' dialysis machine programming for Ultrafiltration (UF) goal; treatment time; Sodium (Na) modeling; and UF modeling as prescribed

***SBCS***

Office Clerk/Registration Clerk ( 2012-2014)

*Answering telephone system, screening calls, and transferring calls to respective departments Responding to inquiries from students and parents in a professional manner Greeting visitors at the educational department and making them aware of the facilities in campus Creating calendars and scheduling meetings for staff and directors Ensuring proper display of notices for the students are displayed on time and at right place Managing daily routine secretarial and clerical functions.*

**Unicomer Trinidad Limited. (courts)**

Arrears Caller/Credit Clerk (2010-2012)

*Identified and resolved conflicts between customers and their accounts. Customer service, duties included answering customer queries, problems solving and providing detailed information on new products. Generated repeat business through successful client follow up. Worked on daily accounts reports for the credit department. Worked with new customers in the development of new accounts and the implementation of new systems. Heavy telephone usage. Filing and office duties.*

**South Speed Performance**

Receptionist/Clerical Assistant (2005-2009)

Handle all incoming telephone calls and greet visitors upon arrival in the office. *Responsible for administrative tasks such as appointment setting, bookkeeping, faxing, copying, filing and transferring databases. Responding to calls from customers. Sold merchandise to customers, and organize social events to enhance sale goals. Set up new displays to promote new products and sales and services. Ensured merchandise is properly labeled prior to shipping. Sort, review, screen and distribute incoming and outgoing mail prepared, compose and ensure timely responses to a variety of routine written inquiries. Provide administrative/secretarial support for the department/division such as answering telephones, assisting visitors, and resolving and referring a range of administrative problems and inquiries.* Ensured that the reception areas and conference rooms were always kept in a neat and clean manner, assisted in training sessions.

**References:**

*Wesley Deonarine*

*General Manager Kdr Medical Care Ltd*

*370-4056*

*Mr Vernon Beatrice*

*Principal Mordern Business Ltd*

*653-9795*

*Notice: Available to start Immediately*

*1868-768-4317*