**Shawna Monique Primus**

#160 Nelson Street Perseverance Couva, Trinidad and Tobago, West Indies

Telephone: 1(868)312-2463 E-mail: mrs.primus16@hotmail.com

**Profile**

* Ability to analyse and resolve problems.
* Strong leadership qualities, with the ability to organize and delegate tasks.
* Excellent oral and written communication skills

**Work Experience**

**SERVOL LIMITED, HOSPITALITY DEPARTMENT**

**Hospitality Instructor 2010- Present**

* Provide mentorship to students.
* Deliver training in both theory and practical for the following subjects,

Front Office Operations, Tourism and Housekeeping.

**UNICOMER COURTS TRINIDAD**

**Credit Sanctioning 2009 -2010**

* Reviewing customers’ accounts who are applying for hire purchase.
* Verifying references and employment.

**AMRALS TRAVEL AGENCY/ TRAVELSPAN**

**Travel Agent 2007- 2008**

* Data entry of all relevant information with reference to rescheduling flights.
* Provide travel arrangements for clients, ticketing and sales.

**Education**

**THE UNIVERSITY OF THE WEST INDIES, Open Campus (San Fernando)**

BSc. Management Studies (Major in Tourism and Hospitality Management) **2014- Present**

**TRINIDAD AND TOBAGO HOSPITALITY AND TOURISM INSTITUTE**

Front Office and Travel Agency Operations  **2006- 2008**

**ST. KEVINS COLLEGE**

CXC / Ordinary Level – General Proficiency **2004-2006**

**Training & Certifications**

**YOUTH TRAINING & EMPLOYMENT PARTNERSHIP PROGRAMME**

Computer Literacy **2008**

**MINISTRY OF EDUCATION/ SERVOL** Community Life Centre Instructor  **2010**

**RED CROSS SOCIETY**

First Aid and CPR **2007**

**Hobbies**

* These include Reading, Sporting Activities, Event Planning and Interior Decorating.