Regina Noel

1666 Southern Main Road,

Gonzales Village, Guapo.

Phone Number: 1868-384-6344, 1868-344-6448

E-mail Address: seantellenoel@hotmail.com

**Objective:** To be gainfully employed with an Organization that caters to my development, and to use to the best of my ability, the education, knowledge and practical training skills to the benefit of that organization

**Work Experience**

**DirecOne**

**Telecommunication Services of Trinidad and Tobago**

**Customer Service Representative**

**2014**

* Interacts with customers on a day to day basis
* Informs customers of the services provided by the company
* Rectify problems that the consumers have with devices or services
* Check to ensure that appropriate changes were made to resolve customers' problems.
* Contact customers in order to respond to inquiries or to notify them of claim investigation results and any planned adjustments.
* Refer unresolved customer grievances to designated departments for further investigation.
* Determine charges for services requested, collect deposits or payments, and/or arrange for billing.

**Trinidad and Tobago Police Service**

**Clerical Assistant**

**Accounting Department**

**February 2015- September 2016**

* Assist in the coordinating of travel arrangements by preparing costing, obtaining quotes from travel agencies and performing other related tasks.
* Maintains file register and filing system in keeping with established systems and procedures.
* Receives, records, sorts and routes incoming and outgoing correspondence and other documents.
* Composes and issues routine correspondence: also preparing drafts of more complex correspondence and reports meetings, conferences etc., as directed.
* Orders, issues and maintains inventory of supplies and equipment.

**Trinmar Operations**

**Clerk**

**Mechanical department**

**December 2016 (Internship)**

* Coordinate daily meetings with the staff of the mechanical department
* Maintains file register and filing system in keeping with established systems and procedures

(continuation)

* Receives, records, sorts and routes incoming and outgoing correspondence and other documents
* Records the maintenance done on vessels and the time period it took.
* Assists in the preparation of timesheets and pay sheets, vouchers, invoices and requisitions; post entries in journals and ledgers and other routine accounting duties. Record, compile, transcribe and distribute minutes of meetings
* Open, sort and distribute incoming correspondence
* Maintain office supply inventories
* Coordinate maintenance of office equipment
* Operates standard office equipment
* Attends to queries and ascertains the business of callers and visitors and guides them accordingly

**Clifton Hill Manor**

**Receptionist**

**April- Currently 2017**

* Interacts with customers on a day to day basis
* Rectify problems that the consumers have with devices or services
* Check to ensure that appropriate changes were made to resolve customers' problems.
* Contact customers in order to respond to inquiries or to notify them of claim investigation results and any planned adjustments.
* Refer unresolved customer grievances to designated departments for further investigation.
* Determine charges for services requested, collect deposits or payments, and/or arrange for billing.
* Complete contract forms, prepare change of address records, and issue service discontinuance orders, using computers.
* Assist in the coordinating of travel arrangements by preparing costing, obtaining quotes from travel agencies and performing other related tasks

**Paul Lara (Commissioner of Affidavits)**

**Secretary (Short Term)**

**July 10th- 21st 2017**

* Typing, preparing and collating reports
* Filing
* Organizing and servicing meetings (producing agendas and taking minutes)
* Managing databases
* Prioritizing workloads
* Implementing new procedures and administrative systems
* Liaising with relevant organizations and clients
* Coordinating mail-shots and similar publicity tasks
* Logging or processing bills or expenses
* Managing reception and meeting and greeting clients

**Education**

**Primary Education**

Guapo Government Primary School

**Secondary Education**

**Point Fortin West Secondary School**

* Principles of business 1
* Electronic Document Preparation and Management 1
* English A 2
* Office Administration 2
* Social Studies 2
* Principles of Accounts 3
* Mathematics 3
* Biology 3

**Tertiary Education**

* **School of Business and Computer Science**

Certificate of Diploma in Business Management **(Level 4)**

Association of Business Executives (ABE)

**Subjects –** Introduction to Business Introduction to Business Communication

Introduction to Quantitative Methods

Introduction to Accounting

**College of Science, Technology & Applied Arts of Trinidad and Tobago**

Radiography

(Currently)

**Other Skills & Training**

* Computer Literacy Business Etiquette
* Managing High Performance Teams Critical Thinking
* Managing Public Speaking Delivering Customer Service
* Effective Time Management Events Management
* Communication Defensive Driving (Colfire)
* Microsoft Office 90 wpm

**Achievements (All from Point Fortin West Secondary)**

* English A (1stplace student)
* Best Academic Student 2010-2011
* Prefect Award (Female) 2012
* Best CSEC passes Award 2012

**Activities**

* Running
* Basketball
* Reading
* Hiking

**References**

**Liloutee Dwarika- Balroop** **Renola Ackie-John**

Accounting Executive Procurement Officer

Trinidad and Tobago Police Service  Atlantic LNG

1868-625-4588 1868-714-4259

**Paul Lara Dyann Barras**

Commissioner of Affidavits Lecturer

1868-799-7324 1868-392-3799

