# Alena Zoya Madoo

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### summary

#### Ambitious law student seeking to gain experience in the professional world by applying acquired theory to duties in a relevant post.

### Experience

#### **Customer service representative, part time • Sankh limited • 2014 – 2017**

* Receive walk-in clients
* Assess client needs and suggest appropriate products
* Resolve customer issues and complaints
* Generate bills while adhering to FIU regulations for customer data collection
* Process cash and card payment transactions
* Respond to customer queries via telephone, e-mail, and social media platforms
* Perform minor repairs to jewellery and watches
* Conduct daily inventory checks
* Create training material on internal procedures and new products using Microsoft PowerPoint
* Present and discuss training material at weekly meetings
* File documents
* Photograph products
* Manage social media accounts on Facebook and Instagram

#### **Volunteer/private tutor, after-school programme • five rivers’ hindu school • 2013 – 2015**

* Guided primary school students
* Motivated and developed students’ skills in mathematics, essay writing, grammar and vocabulary

#### **Clerk/Administrative Assistant Intern • Ministry of the attorney general and legal affairs • 2013**

* Logged incoming and sent documents in appropriate record books
* Printed, photocopied, and faxed documents
* Received telephone calls

### Education

#### Bachelor of Laws (LLB) • 2015-Present • Academy of Tertiary Studies (ATS), Curepe, Trinidad

#### Secondary School • 2008-2015 • Lakshmi Girls’ Hindu College • St. Augustine, Trinidad

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| --- | --- |
| CSEC | |
| **Subject (General)** | **Grade** |
| Biology | ONE |
| Caribbean History | ONE |
| English A | ONE |
| English B | ONE |
| French | ONE |
| Mathematics | ONE |
| Social Studies | ONE |
| Spanish | ONE |
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| --- | --- | --- |
| CAPE | | |
| **Subject (General)** | **Unit** | **Grade** |
| Caribbean Studies | 1 | ONE |
| Communication Studies | 1 | ONE |
| History | 1 | THREE |
| Literatures in English | 1 | TWO |
| Sociology | 1 | ONE |
| History | 2 | THREE |
| Literatures in English | 2 | THREE |
| Sociology | 2 | TWO |
|  |  | |

### Professional Skills

* Computer literacy
  + Microsoft Word
  + Microsoft Excel
  + Microsoft PowerPoint
  + E-mail
  + Online research using search engines
  + Management of social media accounts for businesses
* Verbal and written communication
* Client and interpersonal relations
* Conflict resolution and mediation
* Sales
* Billing
* Stock taking
* Document filing, organization, and retrieval
  + Logging of correspondence

### activities and Achievements

* Member, Youth Red Cross Society of Trinidad & Tobago, 2004-2008
* Valedictorian 2013, Lakshmi Girls’ Hindu College, Form 5
* Junior Achievement Small Business Programme
* Public Relations Officer, LGHC Peer Helpers Association, Certified by Families in Action
* Member, Interact Club 2010-2013
* Participant, Australian Maths Olympiads, 2010-2012
* Participant, RBTT Great Debate 2010, Awarded Best Debater for School
* Assistant Mentor, Cumuto Church of Nazarene (Nazarene Youth International), 2013-2016
* Member, Yoga Meditation Society of Trinidad and Tobago, 2014-2016