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| TRICIA JOSEPH  14CAYENNE TRACE, SANTA FLORA  272-1218  *I am a goal oriented, quality driven individual with a desire to become a leader of the future*  **UNIVERSITY OF THE WEST INDIES OPEN CAMPUS**  HUMAN RESOURCES MGT  Bachelor’s Degree  2017 – Present (2021)  **T.T.H.T.I**  EVENTS&CONFERENCE MGT  Diploma  2005 - 2006  **HOLY FAITH CONVENT PENAL**  CXC GRADUATE  11 CXC Passes  1998-2003  AREAS OF STRENGTH  Operational Support  Policy & Procedures  Customer Service  Complaint Resolution  SHORT COURSES  Customer Service  Effective Communication  Computers  Project Management |  | WORK EXPERIENCE  **PAN AMERICAN LIFE**  (April 2014- December 2016)  *Sales Agent*  My main duties were on the road sales and promotion of the Company’s products and services. I also had the opportunity to conduct training sessions and assist with the molding of new agents as they entered the agency.  **SCOTIABANK LTD** (March 2013 – November 2013)  *Front End Adjustor*  Call Center Department: I contacted customers who’s accounts were in arrears to assist with making arrangements and setting up payment plans to ensure that payments were made to Scotiabank  **DIGICEL T&T ltd** (Aug 2006 –Jul 2012)  ***Customer Service Representative****, August 2006 – July 2012*  Call Centre Representative; assisted customers via telephone with resolving technical issues with their phones.  REFERENCES  CURTIS ROACH  C/o Pan American Life Insurance Group  Senior Sales Agent  728-6322  T’SHURA LA FOND  C/o Digicel Trinidad and Tobago Limited  Credit and Collections Department  379-6396 |