**Kelly-Mae Ragoonanan**

8 Wharton Street

Vistabella

744-5226 (Mobile)

Email: [kelrag72@gmail.com](mailto:kelrag72@gmail.com)

**EDUCATION**

**Courses taken while at Citibank(Trinidad & Tobago)Limited**

Anti-money laundering course

Global training – Code of Conduct

Processes related to Purchase orders payments

Corporate Account Takeover/Manually Initiated Funds Transfer (Mift)

**Personalized Computer Services**

**(1993-1994)- Intermediate Level**

Computer Literacy course

Word Processing & Excel

**Sarah’s Secretarial College**

**(1991-1993) Intermediate and Advanced Level**

Typing, Commerce, English, Business Communication, Office Procedures

**Pleasantville Senior Comprehensive**

**(1990-1991)**

Geography, English

**A.S.J.A. Girls’ College**

**(1985-1990)**

Mathematics, History, Principles of Business, Geography, Literature, English, Human & Social Biology

**Professional Experience**

**September 1995 to 2016 Citibank (Trinidad and Tobago) Limited**

**Operations Accounting Representative 2**

* Review each payment to ensure it is authentic and payment is not duplicated
* Verify procurement documents (SDN checks, PO approval, expense approval, Quotations/Bid exception/Sole source)
* Verify general and restricted expense approval delegations for all invoices and payments.
* Determine G/L accounts to be debited and prepare batches to be sent to processing
* Log all payments on a daily basis and ensure accurate record keeping
* Processing of credit card payments , reconciling and posting entries to the relevant accounts.
* Review accounts to ensure that payments were posted in the system.
* Prepare month end accruals
* Handling of vendor queries when necessary
* Creating reports for the regional team

General Support

* Vault duty
* Record Management
* To hold and retrieve numbered forms and travelers cheques from vault
* Witnessing opening of night bags when required

**August 1992 Scotiabank**

Worked as a temporary customer service representative

**November 1992-July 1993 Well Services Limited**

Administrative assistant and receptionist

**Interests**

* Outdoor activities such as hiking ,swimming
* Listening to music
* Reading

**References**

* **Miss Rishma Singh**

**Assistant Manager**

**Internal Controls Unit**

**Citibank (Trinidad and Tobago) Limited, Port of Spain**

**Tel 625 1040 or cell #330-1291**

* **Miss Patricia Dwarika**

**Pan American Agent**

**620 0080**

September 21st 2017

To Whom It May Concern

Dear Sir/Madam

I wish to apply for any position that I may be suited for in your organization.

I was employed with Citibank (Trinidad and Tobago) Limited, for at least 21 years and as such, I am well aware of the importance of customer service and human interaction. I originally started out as the receptionist at Citibank and eventually worked my way up to the post of Operations Accounting Representative.

During my time at Citibank (Trinidad and Tobago) Limited, I have learnt that problem solving skills, strong communication, interpersonal and organizing skills; combined with other practical skills are all vital for growth. I believe that this can be an essential asset to any business.

Attached is a copy of my résumé that gives details of my qualification and experience. In the event that I am selected, I will be pleased to submit copies of my certificates and to attend an interview so that we may discuss how I can contribute to fulfilling your co-operate goals.

Thank you for considering me and I look forward to a timely response.

Yours respectfully,

Kelly-Mae Ragoonanan