# **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_KALISA DYER\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

3 Sunstone Crescent, Union Hall, San Fernando, Trinidad, West Indies

Cell: 1-868-306-9076

E-mail: k.dyer1211@gmail.com

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **PROFESSIONAL SUMMARY & OBJECTIVE** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dedicated and focused individual who’s seeking a Pharmacy Assistant position at your facility, where my clerical skills and capabilities in providing both health and customer care support services will be fully utilized to strengthen the operations of the facility. I excel at prioritizing and completing multiple tasks simultaneously also fully committed to delivering high quality results with little to no supervision. Energetic, organized and professional.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **AREAS OF EXPERTISE** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* In depth knowledge of medical terminology and standard health care practices
* Ability to handle personal patient information according to HIPAA regulations
* Microsoft Office proficiency
* Time management
* Business writing
* Professional and mature
* Self-directed
* Strong problem solver
* Resourceful
* Emotional stability
* Exceptional organization & interpersonal skills
* Great communication & listening skills

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **WORK EXPERIENCE** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Administrative Assistant/Secretary** 01/2015 to 06/2016

**Sports Amusements** - Port-of-Spain, Trinidad

* Posted open positions on company and social media websites.
* Created and managed weekly calendar and roster for the company's manager, and approve time off for cashier staff.
* Train new cashier staff on customer service expectations.
* Work with individual cashiers to improve performance.
* Answer customer inquiries and resolve issues promptly.
* Assisted with all other administrative duties.

**Cashier/Waitress** 05/2014 to 09/2014

**Nichossa Restaurant** - San Fernando, Trinidad

* Delivered exceptional, friendly and fast service.
* Skillfully anticipated and addressed guests' service needs.
* Managed closing duties, including restocking items and reconciliation of the cash drawer.
* Assisted guest with making menu choices in an informative and helpful fashion.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **EDUCATION & CREDENTIALS/ CERTIFICATIONS** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Trinidad and Tobago Phlebotomy Training Services:** Phlebotomy Technician, 2017.

**Youth Training and Employment Partnership Programme (YTEPP):** Patient Care Assistant, National Examinations Council, 2015 to Present.

**National Energy Skills Center (NESC):** Heavy Equipment Operations (HEO), 2014 to Present.

**Youth Training and Employment Partnership Programme (YTEPP):** Engine Tune-Up & Troubleshooting, National Examinations Council, 2013 to Present.

**Gasparillo Composite School (GCS):** Caribbean Examinations Council (CXC), 2013.

**\*References available upon request**\*

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San Fernando, Trinidad, WI

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The General Manager Human Resources

Human Resources Department

Dear Sir/Madame,

I am interested in being considered for a Pharmacy Assistant position at your company. It is my aspiration to excel in a career of medicine and I am seeking employment with your company because I believe that having a wide range of work experiences and skills will only help me succeed in the future. Upon my hire, your company will acquire a well-rounded employee with a unique combination of skills in customer service, attention to detail, dedication and teamwork. I truly believe that the experience will be mutually beneficial to the company, its patrons, as well as my own professional growth.

While attending both the Youth Training and Employment Partnership Programme and the Trinidad and Tobago Phlebotomy Training Services, I have been presented with many life changing and professional shaping experiences. I've grown in many skills such as, leadership, communication, computer proficiency, medical terminology, patients’ confidentiality, scheduling, data entry, filing, organizing, money management and much more.

I have set high expectations for myself and I refuse to accept failure as an option. I am constantly seeking new experiences that will enhance my education and future career. Employment with your company will be a great opportunity for me as well as your company.

**P.S.** I thank you for reviewing my cover letter as well as my resume’. I would welcome the opportunity to discuss your expectations and my relevant administrative competencies in detail. I will follow up this application on Friday. In case you need to speak earlier, please feel free to contact me at (868) 306–9076. Thank you for your time and consideration. I look forward to speaking with you soon.

Sincerely,

**Kalisa Dyer.**