# 23 Ramnannan Street,

Marabella

12th September, 2017

Dear Sir/Madam,

My name is Donna Ali and am currently seeking employment within your establishment for the position you have available for **Customer Service Representative**. I realize that working within your organization of this nature will require a high degree of job loyalty, perseverance and determination, qualities which I believe I can offer. I am very capable of making sound decisions along with proper execution of duties.

I am computer literate with sound knowledge of Microsoft office and its components. I feel confident that I will bring forth positive contributions and in turn become a critical success factor to your organization. My contribution can prove to be a long term and suitable one, I forward to becoming a permanent team member if given the opportunity.

I have great interest in working within your organization and I am prepared to work hard as a team player towards the development of the organization.

I have included in the attached sheets, details of my qualification, address and telephone number. I am available for an interview at any time you deem appropriate.

Thanking you in advance for a favorable response.

Yours respectfully,

***...................................................***

Donna Ali

Donna Ali

# 23 Ramnannan Street,

Marabella

Phone 353-6205 / 767-4926

Email: [ali.donna19@yahoo.com](mailto:ali.donna19@yahoo.com)

**Date of Birth:** 10th September, 1990

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| **Objective:** | To obtain a meaningful and challenging position that helps me to develop and contribute not only to my general progress but also, to be an asset to the organization with which I am given the opportunity to work.  I am presently a student at the collage of science, technology and applied arts of Trinidad and Tobago pursing a bachelor’s degree in Criminal Justice and Legal Studies, also seeking the opportunity to gain experience in the field of my studies, to enhance my abilities. |
| **Education**  **Short courses** | * **Currently pursuing a Degree in Criminal Justice and legal studies part-time at COSTAATT**   September 2004 -2007:  Williamsville Junior Secondary School Trinidad  September 2007 – 2009:  Marabella Senior Comprehensive Secondary School  Pursued CXC Ordinary Level Certificate in the following   * Office Administration(OA ) Grade III * Principles of Accounts(POA) Grade III * Principles of Business(POB) Grade III * Electronic Document Preparation and Grade II * Management (EDPM) * English language Grade III * Mathematics Grade III * Fire watch * Front Desk Management and Telephone Etiquette – INTAD certificate Jan 2010 * Food Preparation (YTEPP) –circle# 34 Marabella North   **COSTAATT**   * Human Resource Management * Principles of Accounting * Management |
| **Programme**  **Work Experience:** | * On The Job Training- OJT 2010 * Civilian Conservation Corps -2010 * Jump Start Programme-2008 * **THE COLLONADE RESTURANT AND BAR**   Position**:** Bartender   * **OAS CONSTRUTORA**   Position:Data Entry Clerk for the administration and financial department  Experience in typing, filing, and time sheets, tracking vehicles actives and diesel usage.  Start date : May 25th 2015 - 2015   * **COSTAATT (OJT)**   Position: Office Administration and filing clerk for Nursing dep’t  Experience in typing, filing, and accounting.  Start date: 1st August 2014 – May 2015   * **Total Security Services Ltd**   Position: Office Assistant and security advisor  Experience in advising personnel’s on camera systems for home and  Business for best protection and monitoring services.   * **Gen Rev Enterprises Ltd**   Position: Office Assistant and Data Entry personnel  Experience in Data Entry, Customer service and office administration   * **Innovative Security Technologies**   Position: Alarms personnel  Experience in Alarms and Customer Service and dispatching   * **Pegasus Services:**   December 2010  Position: Alarms Personnel and Human Resource Assisistant  Experience in Alarms and Customer Service   * **Cara Suites Hotel**   Position: Waitress (part-time)   * **Ministry of Finance Valuation Division**   Position: Office Assistance/ Receptionist  Field Officer  February 2010  Experience in filing and conducting transactions for the company   * **TSTT**   Position: CSR  July 2008- September 2008 (trainee)  Experience in Customer Service and Good Communication Skills   * **Gills Restaurant:**   September 2008 - January 2009  Position: Waitress  Experience in all occasion |
| **HobH Hobbies**  **References:** | * Singing, Dancing, Reading, travelling, Meeting and interacting with people and Hiking. * Extracurricular activities: currently dance with J’s Dance School.   **Mr. Kerron Claxton**  **Sports Coordinator**  Fitness Trainer  Contact 365-0875  **Ms Merle Gomez**  **Teacher**  Marabella North Secondary School  Marabella.  Contact: 767-1515 / 378-6103.  **Mrs Racheal Eckstein**  **Administrative Coordinator**  Naparima Boys Collage San Fernando  Contact: 682-0276 |
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