**HERNANDEZ**

maintain a positive attitude while interacting with demanding clients. Serves as the primary point of

our technical team

Coordinated domestic and international travel arrangements, including booking airfare, hotel and transportation.

**CHERYLANN**

**Punnette Ave Pinto Road Arima. | (C) 373-2880 | cherylann.hernandez036@gmail.com**

**Professional Summary**

I continuously strive to  
contact for both in-house and external queries.

**Skills**

Professional and mature Professional phone etiquette  
Articulate and well-spoken Excellent communication skills  
Accurate and detailed Customer service-oriented  
Maintains confidentiality Filing and data archiving  
Independent worker  
Works well under pressure  
Dedicated team player  
Accounting familiarity

**Work History**

**Flight Information**

**Airports Authority of Trinidad and Tobago** – Piarco Internantional Airport

Addressed passengers' concerns about delayed and canceled flights and resolved the issue through   
Solicited customer feedback and resolve any problems.  
Administered first aid to passengers experiencing medical emergencies.  
Relayed updates and information to passengers in a friendly and timely manner.  
Maintained a friendly, positive attitude when dealing with distressed passengers.

**Administrative Assistant**

**Firearms Training Institute Ltd.** – 117 John & Henry Sts., Montrose, Chaguanas.

Processed cash and credit payments rapidly and accurately.

Responded to all customer inquiries thoroughly and professionally.  
Entered data promptly and efficiently in the log books.  
Placed special merchandise orders for customers.  
Greeted customers in a timely fashion, while quickly determining their needs.  
Answered customer questions about product availability and shipment times.  
Accurately logged all daily shipping and receiving orders.  
Prepared Certificate of Competence for customers.

**Administrative Assistant**

**Grace Kennedy T&T Ltd.** – 96 - 96A Frederick Street, Port-of-Spain.

Answered and quickly redirected up to 10 calls per hour.  
Ordered and distributed office supplies while adhering to a fixed office budget.

Managed office supplies, vendors, organization and upkeep.  
Answered and managed incoming and outgoing calls while recording accurate messages.  
Opened and properly distributed incoming mail.  
Greeted numerous visitors, including VIPs, vendors and interview candidates.  
Helped distribute employee notices and mail around the office.  
Maintained a clean reception area, including lounge and associated areas.  
Compiled company information and related material and distributed it to candidates.  
Screened all visitors and directed them to the correct employee or office.

08/2001 to 05/2002

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06/2002 to 02/2005

05/2005 to 11/2007

**Purchasing Assistant 02/2008 to 2009**

**Penta Paints - ANSA McAL Industrial Park** – #51 - 59 Tumpuna Road South, Guanapo.

Purchase raw materials to manufactor the paint.  
Keeping regular and accurate stock checks of raw materials.

**Education**

**High School Diploma**: 1999

**South East Port-of-Spain Government Secondary School.** - 25 Nelson Street, Port-of-Spain.

CXC Subjects:

Typing II  
 Social Studies II  
 Principles of Business II  
 Principles of Accounts III  
 Maths III

English II

**Airline Reservations and Travel Agent Operations**:

**SITAL College of Tertiary Education Ltd.** - 104 - 106 Eastern Main Road, Tacarigua.

**Computer Literacy Course**: Basic and Advance Levels

**St. Augustine Community College** - Wilson & Warner Streets, St. Augustine

**Certificate in First Aid and CPR**:

**Trinidad and Tobago Red Cross Society** - 7A Fitzblackman Drive, Wrightson Rd Ext., Woodbrook