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| *Krystal David* | | | | | | | |  |
| ***#6 Maycock Place  Belmont*** | | | | | | | |  |
| ***Cell: 868-386-0559  Home: 868-491- 8427*** | | | | | | | |  |
| ***krystaldavid@ymail.com*** | | | | | | | |  |
|  | | | | | | | |  |
| ***My Profile*** | | | | | | | |  |
|  |
| ***Administrative support professional with accounting skills who offer versatile office management skills and proficiency in Microsoft office programs. Strong planner and problem solver who readily adapts to change, works independently, exceeds expectations, pays attention to detail and maintains professional composure under pressure. Also able to multitask seamlessly and effectively*** | | | | |  |  |  |  |
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|  |  |  |  |  |  |  |  |  |
| ***Education*** |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| Tranquility Government Secondary and St Martin De Porres High School 2002- 2008 | | | | |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| CXC O' level passes |  |  |  |  |  |  |  |  |
| English A |  | Grade 3 |  |  |  |  |  |  |
| Social Studies |  | Grade 3 |  |  |  |  |  |  |
| Information Technology |  | Grade 3 |  |  |  |  |  |  |
| Integrated Science |  | Grade 3 |  |  |  |  |  |  |
| Principles of Accounts |  | Grade 2 |  |  |  |  |  |  |
| Principles of Business |  | Grade 2 (also awarded special certificate of achievement) | | | |  |  |  |
| Mathematics |  | Grade 2 |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| ***Key Skills*** |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| Office skills | Office Management |  | Spreadsheets/Reports | |  |  |  |  |
|  | Book keeping |  | Administrative Duties | |  |  |  |  |
|  | Accounting |  | Basic business management |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| ***Experience*** |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| **Republic Bank** |  | **Youth Link Program 2002-2008** | | |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| Youth link is a youth training program which was located at Republic Bank Limited, Independence Square Branch | | |  |  |  |  |  |  |
| At this institution, I underwent many training courses in each department | | |  |  |  |  |  |  |
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| ***Highlights*** |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| Received training in cash department, Loans department , Support department and service. Working at Republic Bank | | |  |  |  |  |  |  |
| thought me good customer service . |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| **Ministry of Local Government** |  |  | **2009- 2010** |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| Typing, accounts/ bookkeeping, payroll and many other clerical duties | | |  |  |  |  |  |  |
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| ***Highlights*** |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| Collecting information |  |  |  |  |  |  |  |  |
| Typing information in a timely fashion |  |  |  |  |  |  |  |  |
| Preparing spreadsheets and word documents | |  |  |  |  |  |  |  |
| Administrative Duties |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| AGB advertising monitoring company |  | 2010 - 2011 (business closed) | | |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| This was a very fast paced environment, I was the given the task of monitoring the running of specific ads | |  |  |  |  |  |  |  |
| that companies placed on television channels and also radio station | | |  |  |  |  |  |  |
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| ***Highlights*** |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| Collecting Information |  |  |  |  |  |  |  |  |
| Typing in a fast paced environment |  |  |  |  |  |  |  |  |
| Preparing detailed results of my findings |  |  |  |  |  |  |  |  |
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| Direct One | Directory Assistant |  | 2012 - 2014 |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| a dynamic full capability contact centre, where I provided integrated customer management solutions to |  |  |  |  |  |  |  |  |
| clients across the globe |  |  |  |  |  |  |  |  |
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| Highlights |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| Provide callers with customer service over the phone regarding placing calls, giving out phone numbers | | |  |  |  |  |  |  |
| and locating businesses. |  |  |  |  |  |  |  |  |
| Facilitate person to person calls. |  |  |  |  |  |  |  |  |
| Answer Large volume of calls daily |  |  |  |  |  |  |  |  |
| Greet callers warmly. |  |  |  |  |  |  |  |  |
| Record details of each call. |  |  |  |  |  |  |  |  |
| Look up local and long distance telephone numbers | |  |  |  |  |  |  |  |
| Provide excellent customer service |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| Digicel Trinidad and Tobago | Customer care agent |  | 2014-2017 |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| Basically I attracted potential customers by answering product and service questions, suggestion information | | |  |  |  |  |  |  |
| about the product and services, process orders, prepare correspondences and fulfill customers needs to ensure customer satisfaction. | | | |  |  |  |  |  |
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| ***Highlights*** |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| Open and maintain customer accounts by recording account information | | |  |  |  |  |  |  |
| Resolve product of service by clarifying the customers complaint, determining the cause of the problem, selecting and explaining | | |  |  |  |  |  |  |
| the best solution to solve the problem, expediting correction or adjustment, following up to ensure resolution | | | | | |  |  |  |
| Working as a team |  |  |  |  |  |  |  |  |
| Generate sales leads |  |  |  |  |  |  |  |  |
| Manage large amounts of incoming calls |  |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  |  |
| References |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| Sean Sadees (owner ) 1868 706-8447 |  |  |  |  |  |  |  |  |
| Jehu Ryan 1868 477-2297 |  |  |  |  |  |  |  |  |
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