Carlene Haynes

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Objectives

To be ranked among the best in the Tourism and Hospitality by attaining growth and experience in the industry, while simultaneously using my knowledge of the industry to meet and exceed the expectations of valued customers, and add value to the organization.

Education

Australian Institute of Business

***2017*** Bachelor of Business Administration in Tourism and Hospitality Management

Trinidad and Tobago Hospitality and Tourism Institute

***2013*** Associate’s Degree in Tourism Management

Experience

Caribbean Airlines Limited

| Piarco, Trinidad & Tobago

Customer Experience Assistant ***June 3013*** – Present

* Data Entry into department database meeting strict deadlines.
* Accurately maintain department manual filing system and logs.
* Communicate with internal and external customers via email and telephone.
* Prepare cheques, wire transfer payments and transportation vouchers for customers.
* Formulate appropriate responses to customer correspondences to retain and restore customer satisfaction.
* Evaluate and resolve customer complaints.
* Perform all administrative duties required to maximize the efficiency, productivity and teamwork of customer relations, and enhance the entire operations of the company

Ad Hoc Jobs 2011-2013

* Server- Ministry of Sports Awards Dinner Banquet
* Server/ Usher at Silent Auction Charity Event- Consortium of Disability Organization
* Server- Christmas Dinner, Kiss Baking Company, Trinidad and Tobago
* Server- Christmas Luncheon, Ministry of Agriculture

Computer Skills

* Microsoft Office 2010

Acheivements

* Student Guild Public Relations Officer
* Choir Director
* Caribbean Tourism Organization Drama Competition (2nd Place)
* Tourism Development Company- Best Tourism Project (2013)

Interests

* Photography
* Event Planning
* Yoga
* Zumba