Dyllon Joshua

LP #195 Fishing Pond Road

Sangre Grande.

Trinidad

Contact: 375-1611

Email: [dyllonjoshua3751611@yahoo.com](mailto:dyllonjoshua3751611@yahoo.com)

The Human Resource Manager

Head Office

Massy Stores

39A Wrightson Road,

Port of Spain,

Trinidad W.I.

Dear Sir/Madam

I am applying for any available position at Massy stores. My previous work experience taught me to be patient, competent, socially aware and assiduous. I’ve always been punctual for work, responsible and respectful to my colleagues. I’m very flexible working alone or with the collaborative effort of a team. I understand the importance of good customer service and how it truly impacts on the company’s reputation. Following the rules and regulations of a company has always been a high priority for me.

I can multitask but still ensure that every duty gets the same level of attention not compromising one for another. My communication and organization skills go hand in hand. I am really proficient in Mathematics, Principle of account and business to name a few which can be a great asset to Massy Stores. I know I have the capability of being part of your company and I truly hope you consider me.

Thank you for your time and I look forward to your replay. Enclosed is a copy of my Resume.

Yours sincerely,

Dyllon Joshua

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**EDUCATION:**

*(2015-2016)* Sangre Grande Educational Institute

*(2009-2014)* Manzanilla Secondary School.

|  |  |
| --- | --- |
| Subjects | Grades |
|  |  |
| Mathematics | 1 |
| P.O.A | 1 |
| P.O.B. | 2 |
| H.S.B. | 2 |
| Geography | 2 |
| Social Studies | 3 |
| Add Maths | 3 |
| Info Tech. | 3 |
| English | 3 |

**WORK EXPERIENCE**:

June – October 2017

Digicel Play Position: Sales representative

11C Maraval Road

Port of Spain

Trinidad

Roles and Responsibilities

Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.

Jan 2016- May 2017

iQor Trinidad Ltd – Position: Social Care Agent - Mentor

Eteck Park,Second Floor E Teck Flagship Building,

Tamana InTech Park, Wallerfield,

Trinidad and Tobago

Roles and Responsibilities

* Manage activities of team members such that they are highly motivated, perform at optimal efficiency while ensuring that there is continuous transfer of knowledge and training is facilitated where required and/or requested.
* Supervising and training new hires during training period to aide in the transition to production.
* Provide analysis and recommendations to customers regarding management of accounts that are cost effective and fitting to their individual needs that are beneficial to the company’s growth.
* Display Time flexibility towards shifts as per work floor requirement.
* Communicating courteously with internal and/or external customers by telephone, e-mail and in person when necessary.
* Providing accurate solutions to agent queries.
* Overseeing the relevant inboxes/social media forums to minimize negative escalations.

**COMPETENCIES & SKILLS**

Attentive to detail

Self-motivated and result-oriented approach to work

Strong organizational and planning skills

Ability to multi-task and deliver against competing priorities

Ability to build strong relationships and work as part of inter-disciplinary teams

Ability to strive in a fast-paced and demanding service environment

Confidentiality and trustworthiness

Initiative and resourcefulness in the conduct of duties.

**EXTRA CURRICULAR ACTIVITIES:**

**Represented Trinidad and Tobago at the CISC and CCCAN games in 2013 and 2014 respectively**

Certifications

* Ministry of Sports and Youth affairs

Completion of intermediate level 1 swimming course

Completion of Advance level swimming course

* Manzanilla Secondary School

Achievement Award in Co-Curricular sports and Culture

* Swimming Technology Research

Speed Week 2011 Comprehensive swim camp

Volunteering

* Passionate about giving back service to the community whether for the kids or elderly.

**REFERENCES:**

|  |  |
| --- | --- |
| Name – Angad Arjoonsingh | Name - Akelia Williams |
| Profession- Teacher | Profession- Assistant Vice President of Operations |
| Institution -Sangre Grande Hindu School | Institution - iQor Trinidad and Tobago Ltd |
| Contact- 1-868-757-4940 | Contact – 1-868-396-021 |