**Laquanda Young**

#120 Santos Street,

Mt. Zion Road,Arima.

**Email:** Laquandayoung2@outlook.com

**Mobile:**  +1 868 386 4225

**Experienced customer service employee seeking full-time opportunities**

Young and articulate individual with demonstrated experience working in casual face-to-face customer service roles. Strong interpersonal skills ensuring the ability to work in a highly diverse environment in which respectful and effective communication skills are integral. Proven strengths in cash management, transaction processing and problem resolution ensuring the ability to transition from casual to full-time customer service roles. Recent school-leaver seeking a full time position in retail.

**Key skills:**

* Customer service (phone and face-to-face)
* Problem solving
* Cash management
* Sales reconciliations
* Transaction processing
* Dispute resolution
* Data processing
* Sales negotiations
* Product selection

Filling prescriptions

**Technical Skills:** Microsoft Word ~ Microsoft Excel ~ Microsoft Outlook ~

**Education**

**LAKSHMI GIRLS’ HINDU COLLEGE**

**2009- 2014**

**Academic Achievements:**

* **2010- 2013 honour role**
* **2014 – 9 o’level/CSEC subjects**

**ST. JOSEPH’S CONVENT, ST. JOSEPH**

**2014-2016**

**5 A level/ CAPE unit 1 & 2 subjects**

**THE NATIONAL UNIVERSITY OF TRINIDAD AND TOBAGO**

**Currently pursuing Biomedical Equipment Technology**

**professional skills**

* **Customer Service:** Recognised ability to communicate effectively with a range of individuals from different cultures and backgrounds.
* **Problem Solving:** Ability to apply a logical approach to problem solving that minimises conflict and creates positive outcomes. Commended capabilities in making other individuals understand reasons for proposed resolutions.
* **Collaborative Team Member:** Ability to collaborate with team members.

**Personal Attributes**

* **Reliable:** Commended reliability demonstrated by completion of all rostered shifts as well as availability for non-preferred shifts to assist during peak seasons.
* **Enthusiastic:** Always willing to build morale and improve work environment by showing enthusiasm for all tasks and responsibilities.
* **Adaptable:** High levels of flexibility allow adaptation to demands of a highly competitive and demanding industry.

**professional work experience**

**HEARTY FOODS 2015**

**CASHIER**

This casual position supported general customer service demands.

**Achievements and Contributions**

* **Customer Service:** Provided customer service at registers, lay-by counter and on retail floor. Responded to all customer enquiries, providing support and guidance as required.
* **Cash Management:** Ensured accurate management of all cash sales. Counted out all amounts of cash in front of customers to minimise conflict and ensure accurate reconciliation of daily sales.
* **Stock Control:** Returned stock to floor and assisted in restocking of products as required.
* **Transaction Processing:** Created customer records when processing lay-bys, stock movements and refunds. Ensured stock was allocated and all required information was accurately recorded.
* **Sales Reconciliations:** Assisted shift supervisor in reconciling sales transactions. Provided support through re-checks while helping to resolve discrepancies.

**MaxSall pharmacy 2016 - 2017**

**Assistant to pharmacists, floor worker, CASHIER**

This casual position supported general customer service demands, assisted in filling doctor’s prescriptions, made recommendations to customer about small problems, made cash transactions, routinely did stock checks, assisted with putting prices on received goods from company and more

**Achievements and Contribution**

* **Customer Service:** Provided customer service at registers, lay-by counter and on retail floor. Responded to all customer enquiries, providing support and guidance as required.
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* **Filled prescriptions.**

**professional Referees**

**Available upon request.**