**VERNIC CLARKE**

#195C Smith Avenue                              Mobile: 1-(868)784-9089       Caratal Road                                                         Email: vernicclarke@gmail.com

Gasparillo

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**PROFILE:**

▪     A strong team player, who is self-motivated with the ability to excel in a fast-paced environment; communicate effectively at all levels; manage competing priorities; and adapt readily to new challenges. An organized individual who can work as part of a team, possessing a strong work ethic, a positive attitude, and a keen desire to learn and grow within an organization.

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**SPECIFIC SKILLS & ABILITIES:**

▪ Proficient use of software applications, Microsoft Office Suite

▪ Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with keen attention to detail.

▪ Strong interpersonal skills, with the ability to build and maintain relationships with stakeholders, including staff and external partners.

▪ Ability to manage complex and highly confidential information and work in settings where a high degree of discretion is required.

▪ Ability to achieve high performance goals and meet deadlines in a fast paced environment.

▪ Demonstrates a high level of integrity and professionalism.

▪ Passion for Customer Service excellence.

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**EDUCATION:**

The University of the West Indies, Open Campus, San Fernando

Period of Study: 2015 - 2016

Programme: Social Work Certificate

Marabella North Secondary (Continuation classes)

Period of Study: 2011 - 2013

Programme: CXC

Passes Obtained: English A (3), P.O.B (3), O.A (3), Social Studies (2)

Convent of Jesus and Mary, London

Period of Study: 2004- 2006

Programme: GCSE

Milton Keynes College, London

Period of Study: 2006-2007

Training: Business Law

(Western Industrial solutions Ltd)

Period of Study:

Training:                 *First Aid*

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**WORK EXPERIENCE:**

Telecommunications Services of Trinidad & Tobago Limited, Point Fortin

Period:             (October) 2015 - Present

Position: ***Customer Service Mobile Representative***

▪      Greets members and guests in a friendly, professional and hospitable manner of conduct

        and dress in accordance with the position.

▪      Responds to customers’ requests, problems and complaints, and/or direct them to the proper

        Person for specific information and assistance.

▪      Provides visitors with information, and assistance for the duration of their visit to the centre.

▪     Assists in providing instant service to customers who have issues/ complaints regarding    their products/ services to customer service representatives and/ or using the multi-line phone system in a polite and specialized manner.

▪   Identification of customer requirements to channel their query to the most effective point of    contact.

▪    Maintains a thorough working knowledge of TSTT products and (or) services and cross-sell the same to members of the public.

▪     Performs other duties as assigned by the Branch Manager.

Safety Net Limited, (Gasparillo)

Period:             (August) 2013 - (September) 2014

Position: ***Labourer***

▪        Coordinated with Manager and performed all general duties as required by same.

▪       Performed inventory controls and keep quality standards high for audits.

▪       Assisted to move all materials from storage area to work site.

▪       Provided tags and labels to all   materials and provide all required information on same.

▪       Collaborated with any project teams on other special initiatives, as required.

▪       Maintained safe and clean work environment by keeping work area , and work station neat.

▪       Organized warehouse and work area for orderliness at all times.

▪       Executed and adhered to the company’s safety program, to adopt safety as a culture.

Master Class Premium Casino, San Fernando

Period:             (September) 2010 -  2011

Position:          ***Cashier***

▪    Responsible for the safe and efficient operation of all cash handling and operating procedures

     for Master Class Premium Casino.

▪    Performed all functions in accordance to gaming regulations and Master Class Premium Casino

    policies and procedures.

▪    Ensured the highest possible standards of guest service are provided and listened and responded

     to guest and employee concerns and questions.

▪    Responsible for cash services to gaming customers; checked cashing, credit card advances,

    exchange of foreign currency and cashing gaming tickets.

▪     Accurately balanced assigned bank and balanced all money transactions and paperwork.

▪     Provided directions, assistance, and/or information as may be required to ensure guest

     satisfaction.

▪     Provided and promoted excellent internal/external customer service.

Royal Castle Limited, San Fernando

Period:             (November) 2008 - (July) 2010

Position: ***Customer Service Representative***

▪    Worked cross-functionally with Sales, Scheduling, Transportation and Warehouse personnel to

     ensure inventory availability to meet current and projected sales needs.

▪    Responsible for customer / product allocation for designated items while making sure product is

    shipped in first in / first out date rotation.

▪   Identified, tracked and resolved customer shipment and distribution related issues in conjunction with other teams.

▪    Coordinated claims resolution and disposition strategies with customers.

▪   Worked with customers to resolve issues while recommending appropriate solutions to provide ‘best in class’ customer service.

▪   Other duties as assigned.

J.T.A Supermarket Limited, San Fernando

Period:             (December) 2007- (June) 2008

Position: ***Grocery Bag Handler***

▪   Filed purchase and sales order, bills, and receipts – Safeguarded these important documents and other transaction registers locked up in storeroom on closure.

▪   Assisted housekeeping department by cleaning shelves, sweeping and wash of floors.

▪   Helped customers packing goods and transported them up to their cars.

▪   Loaded shopping carts with merchandise and transport them up to the customer’s vehicle.

▪   Placed merchandise back at their proper place.

▪   Cleaned the disorder and grime created by customers.

▪   Packed the purchased items in shopping bags and fasten the bags tightly.

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**REFERENCES:**

▪   Name:          Ms. Angela Dorner

   Position:       Registered Nurse

   Contact:        1-868-302-2889

▪   Name:          Karla Quan-vie Morean

    Position:       Senior Customer Representative

    Contact:        1-868-748-1284

▪   Name:          Ms. Ester Ashton

   Position:       Procurement Officer

   Contact:       1-868-374-5929

▪   Name:         Mr Kenwyn Peters

   Position:      Head of Department

   Contact:       1-868-750-5777