**Professional Summary**

**Experience**

to

to

**Skills**

01/2011

03/2009

**Sally Holder James**

49 Patrick Pamphille Place Malabar, Arima Trinidad W.I

Home: 293-2255 - sholder123@outlook.com

Friendly and enthusiastic customer care representative / administrative

assistant with over 5 years of specialization in both fields. Able to learn new tasks

quickly and proficient in growing key customer relationships. Represent

establishment with friendly, professional demeanor at all times.

Active Listening Clerical

Active Learning Service Orientation

09/2017 **Customer Care Representative**

***Cable & Wireless Communications*** - *29 Victoria Square Port of Spain*

Assist customers with billing and service queries.

Attempt to sell additional merchandise or services to prospective or current

customers by telephone or through visits.

Receive payment by cash, check, credit cards, vouchers, or automatic debits.

Assist customers by providing information and resolving their complaints.

Answer customers' questions, and provide information on procedures or policies.

Preparing weekly reports for health & safety issues, facilities & incidents within

the branch, assist with administrative duties and also I am a trained and qualified

Fire Warden.

Open, read, route, and distribute incoming mail or other materials and answer

routine letters.

01/2011 **Secretary / Admin assistant**

***James Air-Conditioning & Refrigeration Limited*** - *Santa Rosa Heights, Arima*

Keeping a database of all clients ensuring the servicing and maintenance of

air-conditions and refrigeration equipments.

Doing quotations for new and existng clients.

Perform payroll functions, such as maintaining timekeeping information and

processing and submitting payroll.

Use computers for various applications, such as database management or word

processing.

Perform general office duties, such as ordering supplies, maintaining records

management database systems, and performing basic bookkeeping work.

Prepare itemized statements, bills, or invoices and record amounts due for items

purchased or services rendered.

08/2008 to 01/2009 **Purchasing Clerk/Admin Assistant**

***Pres-T-Con Limited*** - *Tumpuna Road Arima*

Purchase products and raw materials for the daily operations of the company.

Filing & keeping a database of current vendors, assist with payroll.

Answer telephones and give information to callers, take messages, or transfer

calls to appropriate individuals.

Order and dispense supplies.

12/2007 to 03/2008 **Cashier / Admin Assistant**

***Fineline Distributions / Fireone Fireworks*** - *Macoya*

Answer telephones and give information to callers, take messages, or transfer

calls to appropriate individuals.

Create, maintain, and enter information into databases.

Receive payment by cash, check, credit cards, vouchers, or automatic debits.

Answer customers' questions, and provide information on procedures or policies.

Calculate total payments received during a time period, and reconcile this with

total sales.

02/2006 to 04/2006 **General Office Assistant & Telephone Operator**

***D'abadie Discount Hardware*** - *D'Abadie*

Maintain and update filing, inventory, mailing, and database systems, either

manually or using a computer.

Answer telephones, direct calls, and take messages.

Receive payment by cash, check, credit cards, vouchers, or automatic debits.

Calculate total payments received during a time period, and reconcile this with

total sales.

11/2004 to 07/2005 **Cashier / Billing Clerk**

***L's General Supply Store*** - *Arima & Arouca*

Issue receipts, refunds, credits, or change due to customers.

Receive payment by cash, check, credit cards, vouchers, or automatic debits.

Count money in cash drawers at the beginning of shifts to ensure that amounts

are correct and that there is adequate change.

Calculate total payments received during a time period, and reconcile this with

to

to

**Education**

03/2004

01/2002

06/2016

06/2001

total sales.

Answer customers' questions, and provide information on procedures or policies.

Prepare itemized statements, bills, or invoices and record amounts due for items

purchased or services rendered.

09/2004 **Clerk**

***Elections & Boundaries Commission*** - *Port of Spain & Arima*

Answer telephones and give information to callers, take messages, or transfer

calls to appropriate individuals.

Create, maintain, and enter information into databases.

Complete forms in accordance with company procedures.

01/2003 **Cashier / Pump Attendant**

***Quick Shoppe Morvant Junction***

Receive payment by cash, check, credit cards, vouchers, or automatic debits.

Issue receipts, refunds, credits, or change due to customers.

Count money in cash drawers at the beginning of shifts to ensure that amounts

are correct and that there is adequate change.

Calculate total payments received during a time period, and reconcile this with

total sales.

Supervise others and provide on-the-job training.

**ABE Diploma level 4**: **Business Management**

***SITAL College of Tertiary Education Ltd*** - *Tacarigua*

Currently pursuing level 5 in ABE business management.

**High School Diploma**:

***Morvant/Laventille Secondary School*** - *Port of Spain*

Principles Of Business Grade 3

Integrated Science Grade 3

**Tertiary level education**: **Basic accounting**

***School of Business and Computer Studies*** -

Peach tree accounting - Certificate Obtained

Payroll, budgeting and finance - Certificate Obtained

**Tertiary level education**: **Entrepreneurship**

***YTEPP*** -

Small Business management - Certificate Obtained

**Tertiary level education**: **culinary arts**

***Civilian Conservation Corps*** - *Port of Spain*

Basic Food Preparation - Certificate of completion obtained

**Tertiary Level Education**: **Information Technology**

***Zenith Educational Institute*** - *Tunapuna*

Computer Literacy - Basic knowledge of microsoft office programmes. Certificate

Obtained

**References**

**Sacha Ann Legerton** Tel: 393-1694 Position: AutoCAD Technician / Delta Glass

**Alphonso James** Tel: 374-7606 Position: Managing Director /James Air-condition &

Refrigeration Limited.

**HOBBIES** Reading, Cooking