CAROLYN CHARLES

makeba.charles@yahoo.com

I am writing to apply for the vacant position that suits my experience and qualification at your establishment. As requested, I am enclosing my resume and references. The opportunities presented is very interesting and I believe that my strong experience background in Accounting, Merchandising and Sales, Professionalism, Marketing and Education will make me a very competitive candidate for this position. The key strengths that I possess for success in this position include my ability to learn quickly, my ability to work in a very fast-paced environment with little or no supervision, my drive to succeed and get the job done, and my ability to keep a high standard of work ethic in during pressuring situations.

Please see my attached resume for additional information on my experience.

You may contact me anytime via email at makeba.charles@yahoo.com or my cell phone, 868-715-9115 or 612-5000ext 1106

Thank you for your time and consideration. I look forward to speaking with you about this employment opportunity.

Sincerely,

Ms. Carolyn Charles

CAROLYN CHARLES

Apt#5 24 Buena Vista Street

Elizabeth Gardens

St Joseph

(c) 715-9115 or 612-5000 ext 1106

[**makeba.charles@yahoo.com**](mailto:makeba.charles@yahoo.com)

RESUME

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**CAREER OBJECTIVE**

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To assume position appropriate and to be an efficient flexible team player driven to achieve success in handling difficult projects.

**EDUCATION**

**CTS College ABE Marketing pursuing to (BA Marketing)**

**School of Business & Computer Science CAT**

**ECA Certificate in Telephone Etiquette**

**School of Practical Accounting A+ Junior Accountant**

**Morvant Laventille Secondary CXC**

**WORK EXPERIENCES:**

**Micro-Firm: Accounting Assistant**

May 2008 – June 2010

* **Answering telephone calls and transferring to relevant personnel as required.**
* **Support filling documents as required.**
* **Ensure business and conflicts for customers who may not be satisfy.**
* **Providing generic information to customers or company basic products and services.**
* **Issue and calculate Leave entitlements**
* **Liaising with external Sellers for clients regarding damaged and or defaulted goods/services**
* **Processing Detailed Credit and Debit notes where relevant**
* **Displaying excellent customer service at all times.**
* **Presenting Peachtree Reports**
* **Assisting with bank transactions**
* **Account Payables & Receivables**
* **Cash flow reports**
* **Bank Reconciliation**
* **Accounts reconciliation**

**Cellular Planet West Mall: Branch Manager Sales Trainer**

April 2011 – April 2015

* **Support filling documents as required**
* **Conduct customers survey both new and existing to encourage growth, so different marketing strategies can be developed**
* **Sell and merchandise company products and services**
* **Achieve requested sales**
* **Implement marketing plan to exceed set targets**
* **Prepare Marketing presentation for review and approval**
* **Providing generic information to customers or company basic products and services.**
* **Displaying excellent customer service at all times.**
* **Co-ordinate and Schedule in-house promotions and giveaways**
* **Inventory and stocking**
* **Process all damage and faulty products to relevant department in accordance to B-mobiles returns and damages policy**
* **Receive payments**
* **Internal and External Transfers**
* **Supervisor junior staff**
* **Dealing and resolving customer complaints**
* **Liaise with customer on related credits once damages where within manufacturing defects**
* **Delegating and Overview Staff and their performances**
* **Bank Deposit on behalf of company**
* **Staff recruitment**

**Synergy TV & WI Sports: Personal Assistant/Sales Rep Part-Time)**

2013 - 2015

* **Support filling documents as required**
* **Conduct customers survey both new and existing to encourage growth, so different marketing strategies can be developed**
* **Sell and merchandise company services**
* **Overview all office staff and expenses**
* **Co-coordinating Promotions**
* **Implement marketing plan to exceed set targets**
* **Providing generic information to customers or company services**
* **Displaying excellent customer service at all times.**
* **Ensure accurate ads are executed for specify customer spots**
* **Receive payments and issue receipts**
* **Ensure all payments are written up to deposited and signed off by Managing Director**
* **Bill customers for sale spots requested**
* **Dealing and resolving customer complaints**
* **Liaise with customer on related credits for inaccurate ads at specify period**
* **Present monthly Sales Reports and Payment Reports to Office Manager**

**Other Activities:**

* **Best Village Dancer – North West**
* **Recreational Dancing – SW Ltd**
* **Promotion Coordinator/Supervisor – BrydenPi Ltd**
* **Volunteer – Laventille Youths Welfare Group**
* **Youth Member - ILP**

**Reference:**

**Hans Romany 777-4267 (Office/Marketing Managing WI Sports & Synergy TV)**

**Stacy James 480-2898 (Tobago Stores Manager Cellular Planet)**