30 Plum Road ● Edinburgh Gardens, Chaguanas ● 745-0890 ● carmel173@hotmail.com

Avianne Brereton

# Skills and Accomplishments

Sabre Interact Reservation 03 August 2007

Certificate in Typewriting 01 December 2003

An elementary certificate from City & Guilds Pitman with a First Class Pass

## Other Skills and Accomplishments

Computer Literate in Microsoft Word and Excel

# Professional Experience

13.07.06— 13.03.07TSTT Port of Spain

Customer Service Representative

Receiving phone calls about customer complaints and troubleshooting their problems

29.03.07— 27.07.07Kenson Limited San Fernando

Receptionist/Administrative Assistant

Meeting and greeting customers, answering the telephone and taking messages, scanning and processing of incoming paper documents. Reading of incoming email and fax, sorting and forwarding as required. General office and admin duties

30.07.07— 29.01.09Caribbean AirlinesPort of Spain

Customer Service Representative

Booking and changing reservations, accepting payments for reservations

05.03.09— 07.04.09First Citizens BankPort of Spain

Office Assistant on a one month contract.

Filing, Photocopying, Faxing, Preparing cheque

*21.04.09—24.06.09 TSTT Chaguanas*

*Customer Service Representative on contract*

*Selling handsets, Troubleshooting handset problems, assisting in bill queries, creating new postpaid and prepaid queries.*

*28.09.09—28.10.09 Panland Laventille*

*Front Desk/Marketing assistant (3month contract)*

*Selling Powder coated items, preparing invoices, collecting cash, linx and cheque payments, filing, data entry*

*28.10.09—20.05.11 TSTT Port of Spain*

*Customer Service Representative on contract*

Receiving & making phone calls about customer sales and customer queries

*06.07.11—31.07.11 Courts Chaguanas*

*Human resource Assistant on 2 months contract*

*Assisting the HR Manager with the recruitment and Selection process, assisting with maintenance of administration and records*

*01.08.11—31.07.12 DIVSA Limited San Juan*

*Administrative Assistant*

*Answering the telephone and taking messages, scanning and processing of incoming paper documents. Reading of incoming email and fax, sorting and forwarding as required. Data entry on Peachtree Accounting. Preparing sample requisitions. General office and admin duties*

*10.09.12—27.03.15 International Shipping Limited Port of Spain*

*Customer Service Representative*

*Liaising with customers and agents to ensure efficient customer service, Scrutinize import documentation and issue delivery document, Receive payments and issue receipts,  Preparation and posting of invoices for receiving and storage charges on Microsoft Dynamics GP, Keeping records of cargo using Excel spreadsheets & Other clerical duties as necessary,* Preparation of vouchers for the issuance of cheques to shipping lines in settlement of freight charges, Liaising with customers and agents to ensure efficient customer service & Perform relief duties of front desk customer service representative.

*01.04.15— 30.11.2017 Intercontential Shipping Limited Port of Spain*

*Documentation clerk*

*Liaising with customers and agents to ensure efficient customer service, Scrutinize import documentation and issue delivery document, Receive payments and issue receipts,  Preparation and posting of invoices for receiving and storage charges on Peachtree, Keeping records of cargo using Excel spreadsheets & Other clerical duties as necessary,* Preparation of revenue sheets for the issuance of cheques to shipping lines in settlement of freight charges, Liaising with customers and agents to ensure efficient customer service.

# Education

## Diploma

08.09.09— Present RoytecPort of Spain

**Human Resource Management**

## Certifications

04.09.01— 23.06.06 Woodbrook Government and Sixth form governmentPort of Spain,

English A – Grade two, Mathematics – Grade two, Office Procedures – Grade two, Principles of Accounts – Grade one, Principles of Business – Grade two, Typewriting – Grade three, General Paper – c, Economics Year 1 – Grade three and Economics year 2 – Grade four

# Awards

Arise & Shine Award from TSTT, January 2007

Arise & Shine Award from TSTT, February 2007

# References

* Wendy Carter

Sales Manager at Intercontinental shipping limited; Contact# 684-1388

* Mrs. Sharon Persad(Previous CSR Manager At International Shipping)

Contact Number: 718-0335

* Mrs Andrea Worell-Ramdath

Supervisor at TSTT; Contact #759-3436

* Christine Carew

Supervisor of Caribbean Airline; Contact # 363-8945