Lp #114 Diego Martin Main Road,

Diego Martin

17th December, 2017

Dear Sir/Madam,

In the current dynamic business environment, there is much need of suitably qualified personnel to assist in maintaining a progressive direction. In this regard, I present myself as one such person, and hereby submit my application along with my current curriculum vitae for a position within your esteemed organization.

I am a hardworking, responsible, well-organized and dedicated individual. Working at your establishment will present a challenging opportunity with professional development where I may best utilize my experience and education.

I enjoy working with people of diverse backgrounds, cultures and professional levels. I possess strong public relations, communication, and bookkeeping skills. I am able to identify and resolve problems, remain organized and work well with little or no supervision. Together with those is my understanding of the importance of providing excellent service, to maintain customer satisfaction, create trust, and generate return business.

Hoping this meets with your approval and I will await your call in the near future.

Regards,

Maryam Gaffoor.

[maryamgaffoor18@gmail.com](mailto:maryamgaffoor18@gmail.com)

Maryam Gaffoor

E-mail:maryamgaffoor18@gmail.com Phone: 291-5810/780-7775

Address: Lp 114 Diego Martin Main Road, Diego Martin

Work experience

Cellmaster Ltd October 2017 — December 2017

Customer Service Representative

Duties:

•Responsible for selling phones and accessories, initiating customer accounts, completing company contracts/plans.

•Document preliminary end of day balancing for presentation to team leader.

•Conform to all reporting deadlines and formats using Microsoft Office (Word, Excel, PowerPoint, Access,)

 . Explain product features, warranties and handset return policies clearly, as well as pay Customer's phone bills using the Surepay system.

•Demonstrate wide knowledge of the company and its affiliates.

•Receive each customer courteously, listen and make recommendations to suit individual needs.

• Ensure that customer contracts are drawn up accurately: ensuring that all company procedures are adhered to.

•Ensure work stations are equipped with all necessary tools for a quick and efficient service.

•Ensure strong retail presence and branding standards are being met at all times.

•Attend in-service training to improve skills and keep abreast of changes in procedure and promotional activities.

•Continually strive to improve the store's performance.

•Perform other related duties as assigned.

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Faria's Trading Ltd July 2014 — August 2017

Assistant Administrator

Duties:

• Generating quotes, proformas, orders, invoices, delivery notes

• Track incoming/outgoing samples

• Maintenance of the company website

• Perform clerical work such as typing documents, printing, copying, faxing etc.

• Attend meetings and interviews to take notes relevant to the case

• File important and confidential documents

• Enter customer and client information into computer system for easy referencing such as Excel Spreadsheet

• Place orders for necessary office items

• Send mass emails to customers via Mail Chimp

• Do artwork Mock-up for customers to approve in the absence of the head artist using Adobe illustrator and Adobe Photoshop.

Qualifications

* Bachelor of Science with Second Class Honours in Business Administration
* CAPE Diploma
* CXC Certificate

Education

BSc Business Administration September 2014 — May 2017

School of Business & Computer Science (SBCS) Champs Fleurs

Subjects covered in this course include:

* Management & The Modern Corporation
* Accounting for Management
* Business Analysis & Decision Making
* Business Study Skills & Methods
* Management & Communication Skills
* Strategic Management
* Marketing Management
* Human Resource Management
* Management & Information Systems
* Advertising & Promotion in Brand Marketing
* Innovation Management
* Modern Business in Comparative Perspective

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CAPE September 2012 — July 2014

ASJA Girls College San Fernando

Passes Include:

* Caribbean Studies
* Communication Studies
* Economics Unit 1 & Unit 2
* Information Technology Unit 1 & Unit 2
* Sociology Unit 1 & Unit 2

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CXC September 2007 — July 2012

ASJA Girls College San Fernando

Passes Include:

* English A - Grade 1
* Mathematics - Grade 2
* English B (Poetry) - Grade 2
* Biology - Grade 2
* Information Technology - Grade 2
* Principles of Business - Grade 1
* Social Studies - Distinction
* Spanish - Grade 2

Interests

I enjoy Reading in my spare time. Cooking for my family and playing table tennis.

References

* Wendy James

Manager at Faria’s Trading Company

# 24 St Lucien road, Diego Martin

Contact #: +1868-389-6636

* Timothy Spann

Sales Representative at Faria’s Trading Company

# 24 St Lucien road, Diego Martin

Contact #: +1868-397-1130