# KALIFFA PHILLIP

**#4 FAHEY AVENUE, UNION PARK EAST,**

**MARABELLA,**

## SAN FERNANDO.

**Email address:** [**kaliffa\_kiff@hotmail.com**](mailto:kaliffa_kiff@hotmail.com)

Contact No.: (868) 742-3883

To whom it may concern,

I apply herein, for any Administrative position in your organization, best suited to my ability and aptitude.

In my previous administrative and managerial roles, I have acquired both valuable and in-depth professional experience which entails a wide scope of skills, training and capabilities. These various roles and positions have undoubtedly enabled me to adapt to any working environment and can be a definite asset to your company.

I confidently believe that I possess the qualities that would make an efficient, productive and self-motivated employee in your organization. I am a dedicated, honest and diligent individual who is primarily motivated by teamwork and customer satisfaction.

I am very meticulous in my work ethic and possess excellent communication and organizational skills. I have also developed efficiency in effective business administration, work coordination and performance to ensure that all tasks are brought to fruition.

I would be grateful for the opportunity to pursue a career with your organization to further develop my professional work ethic.

Thank you for the consideration of my application and I look forward to meeting with you at your convenience.

Yours Respectfully,

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Kaliffa Phillip

# KALIFFA PHILLIP

**#106 PREVATT STREET,**

**MARABELLA,**

## SAN FERNANDO.

**Email address:** [**kaliffa\_kiff@hotmail.com**](mailto:kaliffa_kiff@hotmail.com)

Contact No.: (868) 742-3883

**CAREER OBJECTIVE**

To be a member of a dynamic and progressive organization and make positive contributions towards the fulfillment of the company’s strategic objectives while achieving both professional and personal growth.

**PERSONAL PROFILE**

A Self-motivated team player with a passion for knowledge, learning new skills and working collaboratively toward the resolution of challenges.

* Success oriented and outgoing with a positive attitude.
* Strong sense of responsibility and self-motivation.
* Excellent written and oral communication skills.
* Problem solver/team player with proven leadership qualities.
* Highly organized with attention to detail.
* Works well under pressure, diplomatically and tactfully.
* Takes direction and critique and follows through to completion.
* Thorough and committed to professionalism; thrives on opportunities to assume responsibility

**EDUCATIONAL BACKGROUND**

**UWI Open Campus**

*Programme: Guidance & Counselling*

*Year Achieved: 2016*

**Kykay Marketing**

*Programme: Customer Service*

*Year Achieved: 2015*

**School of Business and Computer Science**

*Programme*: Professional Certificate in Office Administration

*Year Achieved:* July 2013

**COSTATT**

*Programme*: Introduction to Entrepreneurship Skills

*Year Achieved:* 2011

**School of Practical Accounting**

*Programme:* Certificate in Graphics Design

*Year Achieved:* 2010

**Excel Edu Centre**

*Programme:* Child Care Course

*Year Achieved:* 2009

**Youth Training Employment Preparation Program (YTEPP)**

*Programme:* Food Preparation

*Year Achieved:* July 2007 – December 2007

**Marabella Concerned Citizens Committee**

*Programme:* Student Empowerment Programme (S.E.P)

*Year Achieved:* January 14th – February 18th 2006

**Microcom Co. ltd**

*Programme:* Advanced Computer Literacy Course

*Year Achieved:* 2004

**National Energy Skills Center**

*Programme:* Computer Literacy Course

*Year Achieved:* 2001

**Gasparillo Composite Secondary School**

**(2001 – 2006)**

*O’ Levels (C.X.C) Certificate*

**PROFESSIONAL EXPERIENCE**

* **Eco-Truffles- Point Lisas Gardens, Couva**

*Sales Representative/Store Manager*

**Tasks Completed:**

* Assisted in the maintenance of store staff by orienting and training employees.
* Identified current and future customer requirements by establishing rapport with potential and current customers.
* Ensured the availability of merchandise and services by maintaining inventories-checking merchandise to determine inventory levels; anticipating customer demand.
* Attracted customers and promoted sales by originating display ideas; following display suggestions or schedules; producing merchandise displays in showcases and on sales floor.
* Assisted all walk-in customers by providing information; answering questions; obtaining merchandise requested and completing payment transactions.
* Prepared sales and customer relations reports by analyzing and categorizing sales information; identifying and investigating customer complaints and service suggestions.
* Managed Official Website/Facebook Page to ensure online viewers/ potential/current customers’ needs and concerns were addressed in a timely manner.
* **Kyyams Advertising Ltd. – Farah Street, San Fernando**

*Administrative Assistant (Temporary)*

**Tasks Completed:**

* Performed secretarial duties such as data entry, received and screened all office calls and correspondence, responded to routine telephone inquiries and forwarded calls to appropriate party.
* Used a variety of software packages such as Microsoft Word, Excel, Powerpoint etc., to produce correspondence and documents and maintain presentations, records, spreadsheets and databases.
* Created and maintained paper and electronic filing systems for records, correspondence and other material.
* Prepared quotations and Invoices via Peachtree Accounting Software.
* Maintained the department’s filing system for records, correspondence and other material.
* **Comfort Cooling Limited** – Forres Avenue, Cocoyea

***Service Administrator***

Tasks Completed

* + - * Completed store operational requirements by scheduling, assigning and supervising employees; following up on work results.
      * Performed secretarial duties such as data entry, received and screened all office calls and correspondence, responded to routine telephone inquiries and forwarded calls to appropriate party.
      * Created and maintained paper and electronic filing systems for records, correspondence and other material.
      * Scheduled appointments
* **Plus Xpress Fashion -** Cross Crossing Shopping Centre, Lady Hailes Avenue, Cross Crossing, San Fernando. Downstairs JTA Cross Crossing Shopping Centre, San Feranado

**April 2013- May 2014**

***Store Manager***

**Tasks Completed:**

* Completed store operational requirements by scheduling, assigning and supervising employees; following up on work results.
* Assisted in the maintenance of store staff by recruiting, selecting, orienting and training employees.
* Identified current and future customer requirements by establishing rapport with potential and current customers.
* Ensured the availability of merchandise and services by maintaining inventories-checking merchandise to determine inventory levels; anticipating customer demand.
* Purchased inventory by researching new fashion trends; anticipating buyer interest; placing and expediting orders and verifying receipt.
* Attracted customers and promoted sales by originating display ideas; following display suggestions or schedules; producing merchandise displays in windows and showcases and on sales floor.
* Assisted all walk-in customers by providing information; answering questions; obtaining merchandise requested and completing payment transactions.
* Prepared sales and customer relations reports by analyzing and categorizing sales information; identifying and investigating customer complaints and service suggestions.
* Maintained a safe and clean store environment by ensuring all clothes and accessories were neatly displayed at all times.
* Marketed and advertised merchandise through the use of the internet and social media e.g. Managed PXF’s Official Website/Facebook Page to ensure online viewers/ potential/current customers’ needs and concerns were addressed in a timely manner.
* **Ministry of Sports -** “Taking Sport to the Rural Area Programme”

**September 2012 (Six (6) Months Program)**

*Secretary*

**Tasks Completed:**

* Performed secretarial duties such as data entry, received and screened all office calls and correspondence, responded to routine telephone inquiries and forwarded calls to appropriate party.
* Used a variety of software packages such as Microsoft Word, Excel, Powerpoint etc., to produce correspondence and documents and maintain presentations, records, spreadsheets and databases.
* Created and maintained paper and electronic filing systems for records, correspondence and other material.
* **San Fernando General Hospital**

**Directors Office** – *Junior Secretary* (July 2010 – June 2011)

**Quality Improvement Department** – *Junior Secretary* (July- August 2011)

**Tasks Completed:**

* Maintained the department’s filing system for records, correspondence and other material.
* Created and submitted a variety of documents and reports on a daily basis.
* Assisted walk-in patients with their medical reports and any other concerns that may arise.
* Answered the telephone and gave information to callers, took messages and/or transferred calls to the appropriate individuals.
* **Unicomer Ltd. (COURTS)-** Marabella

October 2009 – December 2009

*Customer Service Representative (CSR)*

**Tasks Completed:**

* Assisted all customers by answering product and service questions and suggesting information about other products and services.
* Assisted purchases transactions, orders, refunds, or exchanges.
* Prepared electronic reports including customer contracts, customers’ credit scores etc.
* Marketed products to all customers of the store via walk-in customers and referrals.
* Provided solutions to all problems and challenges faced by customers.
* **San Fernando General Hospital-** On the Job Training Program (OJT)

March 2008- March 2009

**Eye and ENT Out-patients Clinic** *– Clerical Assistant and Assistant Secretary*

**Tasks Completed:**

* Provided clerical support under the supervision of the Office Manager to include filing, copying and database input.
* Scheduled appointments and special visits for patients.
* Assisted with the organization of clinics.
* Prepared letters for doctors.
* Created and maintained appointment sheets/rosters for patients.

**HOBBIES**

* Reading
* Meeting New People
* Graphics Design
* Fashion and Styling

**REFERENCES**

**Ms. Cherisse Collymore**

Teacher

Contact No.: 1 (868) 317-3650

**Ms. Ayanna Babb**

Operations Assistant

WASA

Contact No.: 1 (868) 387-2576