Tessa N’neka Phillip

Email – [tnneka@hotmail.com](mailto:tnneka@hotmail.com)

Cell: 395-6117

Date: January 20, 2018

**The Human Resource Department**

Massy Stores Trinidad

Dear Sir / Madam,

Please consider my resume for the position of Cashier within your organization, or any other position that commensurate with my qualifications and experience.

With over seven (7) years’ experience in the Data Entry, Administration and Customer Service fields, I am confident I will make an immediate contribution to your team.

I am well versed in all the Microsoft Office suite applications. Furthermore, I learn new applications quickly and efficiently and I am able to support team goals along with finishing my assigned tasks which makes me a perfect fit for a multitasking environment such as yours. I am comfortable interacting with customers and navigating any enquiries they might have.

You will find that I am detail oriented and able to analyze, prioritize and resolve issues quickly and effectively. I possess excellent communication skills both oral and written.

Attached is copy of my resume, I look forward to meeting with you to discuss why I would be an asset to your organization. I am available to schedule an interview at your earliest convenience by phone or email. Thanking you in advance for your consideration.

Yours respectfully

Tessa Phillip

**Tessa Phillip**

Address: 95 Tumpuna Road, Arima

Email: [tnneka@hotmail.com](mailto:tnneka@hotmail.com)

Cell: 395-6117

**Personal**

Date of Birth: 20th July 1979

Marital Status: Married

Children: One (1)

Vehicle: Yes

Start Date: Immediately

**Summary**

Customer Service and Administrative support professional offering versatile office management skills and proficiency in Microsoft Office programs. I am a strong planner and problem solver who readily adapts to change, working independently or with a team to consistently exceed expectations. I am also able to juggle multiple priorities and meet tight deadlines.

**Highlights**

* Office Management
* Record Management
* Data Entry / Order Processing
* Spreadsheets/Reports
* Events Coordination
* Front-Desk Reception
* Executive Support
* Travel Coordination
* Meeting Support
* Business Writing
* Customer Service
* MS Office Proficient
* Scheduling
* Presentations
* Research
* Supply Management
* Team Player

**Work Experience**

**Company:** Milton’s Woodworking

**Date:**  April 10, 2012 to November 30, 2017

**Position:** **Administrative Coordinator**

**Duties:**

* Oversees reception, including greeting visitors and managing telephone inquires;
* Coordinate inventory orders, supplies and travel arrangements;
* Customer Service;
* Manage Payroll process;
* Office Administration Duties (letters, memos, etc.)
* Maintain Customer Database and Filing;
* Prepare Reports and Power Point Presentation;
* Supervise Workshop Staff;

**Company: Moore Trinidad Limited**

**Date:** July 30, 2007 to April 5, 2012

**Position:** **Customer Service Representative & Data Entry Supervisor**

**Duties:**

* Lead Customer Service Representative;
* Oversee daily operation for support staff of 10 Employees;
* Managed Orders processing;
* Coordinate deliveries / dispatcher;
* Managed Customer concerns and queries via telephone or written;
* Visiting Customer- re: Customer Satisfaction Surveys & Employee Evaluation;
* Data Entry Processing;
* Responsible for Security Print Formatting;
* Managed Time Keeping Records for Plant Employees;
* Prepared Monthly Report;

**Company:** **Adams Furniture Manufacturing Co. Ltd**

**Date:**  June 25, 2001 to July 27, 2007

**Position:** **Secretary / CSR**

**Duties:**

* Customer Service Representative;
* Responsible for day to day sales activities;
* Managed inventory;
* Peachtree;
* Prepared and managed Payroll process;
* Office Administration Duties (letters, memos, etc.)
* Maintain Customer Database;
* Managed Office;
* Event Management (functions, exhibition shows, etc);
* Supervise floor staff;

**Company:** **Q,T & P’s Auto / Quashie’s Funeral Home**

**Date:**  October 2, 1999 to June 22, 2001

**Position:** **Secretary / Sales Clerk**

**Duties:**

* Customer Service Representative;
* Responsible for all day to day sales activities;
* Managed inventory;
* Basic Accounting;
* Office Administration Duties (letters, programs, etc.)
* Files and Records Maintenance;
* Reception;

**Education**

SITAL College of Tertiary Education Ltd - Tacarigua

* Abe Human Resource Management - Diploma 2016
* Abe Human Resource Management - Certificate 2012

**Short Courses**

* Executive Leadership Development Program
* Performance Improvement Plans for poor performers
* Competency Based Human Resource Management
* National Insurance Board (NIB) Workshops
* Managing Employee Absenteeism Workshop
* Introduction to Incident Investigation
* First Aid / CPR / AED
* OSHA – General Industry
* Emergency Preparedness & Response Planning for Businesses
* Basic Fire Safety
* Eco-Management and Audit Scheme

**CXC: - General Proficiency**

* Mathematics - 3
* English A - 2
* Principles of Business - 2
* Office Procedures - 2
* Typewriting – 3

**Computer Literacy- Certificate**

* MS Power Point
* MS Excel
* MS Access
* MS Word

**Referees**

References would be provided upon request.