**Shaaista Mohammed**

LP#82/3 Crescent Drive, Phoenix Park California, Couva, Trinidad | 1-868-681-0475 | sfm911@hotmail.com

# EDUCATION

* **University of The West Indies, St. Augustine** | July 2014
* **BSc. Double Major: Sociology and International Tourism Management**
* Second Class Honours (Lower Division)
* Core Business Management courses Including Marketing, Human Resource Management, Financial Management, Management Information Systems, Managerial Economics, Business Strategy and Policy and Organizational Behaviour, Introduction to Management, Introduction to Financial Accounting and Introduction to Cost and Management Accounting.

**Upper Level Educational Institute** | July 2007

* Advanced Level Certificate (4 Subjects): Economics, General Paper, Sociology, Business Studies

**St. Joseph’s Convent, San Fernando** | July 2005

* CXC Certificate (8 Subjects): French, Mathematics, Language, Principles of Business, Geography, History, Literature, Biology

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## employment history

**School of Higher Education (SHEL)** | February 2017- May 2017

**Part time Lecturer**

* Responsible covering the syllabus for the course Introduction to Travel, Tourism and Hospitality under the Association for Business Executives (ABE) Diploma programme.
* Ensuring that students are introduced to concepts in the course and have a sound understanding of the content being delivered.
* Employing various forms of presentations and learning strategies to ensure student engagement.
* Carrying out research on relevant topics, destinations and current events.
* Assessing group presentations and guiding students attempting examination questions.

**Krystal Tours Limited** | March 2015- March 2017 and July 2017- August 2017

**Reservations Agent**

* In administering the charted flight department for the branch, functions included closing sales and persuading customers to purchase the chartered flight options in order to boost sales and revenue.
* Engaged in sales promotion activities for the company at travel fairs, company anniversary celebrations, shopping mall promotions as well as at significant national events.
* Visited selected resorts as a travel representative in order to sell the hotels and promote the destinations to clients.
* Established good customer relations and provided positive experiences including ‘service with a smile’, to both business and leisure travelers, allowing for customer loyalty.
* Developing the ability to multi task in a fast paced environment which includes attending to clients, reporting to Head Office, answering phones and verifying travel documentation, while maintaining customer service standards.
* Ensured accuracy in cash handling and other forms of payment.
* Responsibilities included providing Management with daily sales and accounting reports.

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**Sandals Grande Antigua, Resort and Spa** | February 2014- July 2014

**International Hospitality Management Internship Programme**

* Worked closely with Management staff, developing skills in areas of leadership, teamwork and responsibility.
* Trained particularly within the department of Front Office handling both the check-in and check-out processes, guest arrivals and departures, reservations, addressing guest requests and enquiries.
* Independently operated the PBX operator system for the hotel, managing incoming and outgoing calls, while taking guest requests and complaints and ensuring they are fulfilled.
* Trained particularly within the Housekeeping department and being responsible for developing rosters for room attendants and housemen as well as the distribution of room keys and amenities.
* Performed the room cleaning functions and turnover with room attendants, performed the supervisory function of ensuring the room layout is according to hotel standard and most importantly, ensuring a clean and comfortable environment for the guests

**Ministry of Education, Trinidad and Tobago** | January 2012- November 2013

**On-the-Job Trainee**

* Responsible for providing Teachers’ regularity and punctuality reports on a monthly basis to Secondary School Supervisors.
* Performing clerical and administrative tasks.

**Tourism Development Company of Trinidad and Tobago** | June 2010- August 2010

**Marketing Intern**

* Performing clerical tasks.
* Working alongside the Marketing manager and the department as a whole, to develop a marketing portfolio.

## ACTIVITIES

Reading and voluntary work.

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## REFERENCES

1. Mr. Keith McDonald

Principal

School of Higher Education Limited (S.H.E.L.)

Rushworth Street, San Fernando

Telephone contact: 657-5131

1. Dr. Hydar Ali

Lecturer

Department of Mathematics and Computer Sciences

University of the West Indies, St. Augustine

Telephone contact: 662-2002 ext 3553 or 636-5970

1. Ms. Karen Bharath

Teacher 1

Barrackpore ASJA Primary School, Barrackpore

Telephone contact: 798-2468

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