Shawna Redhead

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**Objective**

To gain practical working experience in a safe and comfortable environment that is supportive of me enhancing and developing new skills and abilities.

**Education**

**University of the West Indies St. Augustine (2013-2017)**

Bachelor of Science Nursing

**Holy Faith Convent Penal (2007-2009)**

Caribbean Advanced Proficiency Exam (CAPE) passes in Geography, Spanish, Literatures in English, Caribbean Studies and Communication Studies.

**St. Joseph’s Convent San Fernando (2003-2007)**

Caribbean Secondary Examination Certificate (CSEC) passes in Biology, Chemistry, English A, English B, French, Geography, Mathematics, Spanish.

**Work Experience**

**Telecommunication Services of Trinidad and Tobago (TSTT)**

*Customer Service Representative (2009-2013)*

Key responsibilities:

* Provide assistance to walk in customers and direct them according to their needs
* Provide information to customers on products and services offered by TSTT
* Raise service orders and queries on computerized customer information database
* Investigate all customers’ request, queries and complaints and forward findings to supervisor

**Personal Attributes**

**Teamwork-** works co-operatively and productively with others to achieve team goals and organization objectives.

**Communication skills-** effectively transmit information accurately and actively give and receive constructive feedback.

**Customer relation**- committed to providing quality customer service and building strong customer relationships.

**Self management**- ability to manage and continually improve self-performance.