**Rachel Claudia Sutherland**

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**PERSONAL SUMMARY:**

A motivated Administrative/ H.R. professional seeking a position in which to use my management and interpersonal skills to their fullest potential. Over 8 years experience successfully providing administrative and secretarial support to a variety of operational departments. Proficient in a range of computer applications. Well-developed communication and customer service skills. Proven ability to efficiently plan and manage multiple assignments to meet tight deadlines. A proactive problem-solver who gets the job done. Focused on honoring company ethics and preserving confidentiality. Trustworthy, ethical, and discreet and poised in interactions with individuals at all levels. Committed professional keen to be part of a highly productive and growing team.

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**PERSONAL CHARACTERISTICS:**

* Excellent verbal and written communication skills
* Ability to achieve high performance goals and meet deadlines in a fast-paced environment.
* Strong interpersonal skills, with the ability to build and maintain relationships with stakeholders, including staff and external partners.
* Ability to work in a dynamic environment with minimum supervision.
* Ability to manage complex and highly confidential information and work in settings where a high degree of discretion is required.
* Demonstrates a high level of integrity and professionalism.
* Passion for Customer Service excellence.

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**TECHNICAL SKILLS:**

* Proficient use of software applications, Microsoft Office Suite, platforms to interpret and generate documentation.
* Ability to use appropriate Accounting Software, and maintain information and other relevant source documents in an auditable manner.
* Ability to use initiative and work independently
* Analytical and marketing skills
* Strong organizational skills that reflect ability to perform and prioritize multiple tasks   
   seamlessly with keen attention to detail.

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**RELATED WORK EXPERIENCE:**

**Massy Motors Ltd. (Short-Term Leasing Car Rentals)** San Fernando

*Customer Service Representative*

*Short - term Contract* Dec 2019 – April 2018

* Provide all customers with undivided attention while assisting them.
* Use Company approved sales and service techniques when determining customer needs.
* Prepare all rental and return documents accurately and completely.
* Offer all customers assistance with directions, maps, local area information, appropriate service information, etc.
* Prepare the Rental Agreement Folder with all required information.
* Answer the phone in a friendly, helpful and prompt manner.
* Assist customers by effectively resolving all customer service issues.
* Assist and coordinate customers within the queue to minimize any wait time and promote the most efficient service method as required.
* Perform other customer service related duties in addition to those listed, to ensure our service meets the needs of the customer.
* Properly check the vehicle with the customer for damages when delivering a vehicle to said customer.
* Thoroughly check vehicle for damages and fuel use with customer on return.
* Properly record damages.
* Perform miscellaneous job-related duties as assigned.

**Telecommunications Services of Trinidad & Tobago Limited** Point Fortin

*Customer Service Greeter & Mobile Representative*

*Short - term Contract* Dec 2016 – Jul 2017

* Greeted members and guests in a friendly, professional and hospitable manner of conduct and dressed in accordance with the position.
* Provided routine information about TSTT/ Bmobile products and services.
* Responded to customers’ requests, problems and complaints, and/or directed them to the proper person for specific information and assistance.
* Provided visitors with information, and assistance for the duration of their visit to the centre.
* Assisted in providing instant service to customers who have issues/ complaints regarding their products/ services to customer service representatives and/ or using the multi-line phone system in a polite and specialized manner.
* Identification of customer requirements to channel their query to the most effective point of contact.
* Maintained a thorough working knowledge of TSTT products and (or) services and cross-sell the same to members of the public.
* Ensured the premises and the services provided are maintained in accordance with TSTT/ Bmobile Customer Experience Standards.
* Performed other duties as assigned by the Branch Manager.

**Kenson School of Production Technology Limited**  San Fernando

*Quality Assurance Officer (Ag.)*

*Short-term Contract Assignment April 2016 - September 2016*

* Responsibility for all quality assurance matters (i.e) assisted in registration, re-registration, certification, recertification with local and foreign quality.
* Assisted in Registration, re-registration, certification, recertification with local and foreign quality assurance agencies, institutions and awarding bodies.
* Managed the controlled documentation and change control activities as necessary.
* Supported school's operations by executing some additional duties as part of an interdisciplinary team as well as sharing the workload of Registrar’s department.
* Assisted in the planning and preparation of induction training for new staff and continuing educational activities for regular staff consistent with the quality philosophy.

*Human Resource Officer (Ag.)*

*Short-term Contractual Assignment September 2015- March 2016*

* Accountable for the achievement of specified performance targets set through discussion and collaboration with the Registrar. Reports to the Registrar and provides all administrative support in the management and operations.
* Assisted in the revamping of personnel management & employees’ files which involves full time and contractual staff, drafting employees’ job descriptions and responsibilities, job letters and contract letters, preparing a variety of HR and management reports and documents, maintaining files and electronic records confidentially.
* Consulted with the Training Director about warning letters, probation, leave forms, evaluations, etc.
* Prepared employee separation notice and related documentation and conduct exit interviews to determine reason(s) behind separation.
* Updated and maintained the Employee Handbook.
* Tracked and recorded personnel sick leave, vacation leave and other benefits or requests and any inconsistencies in absenteeism and or leave and bring to the attention of the Training Director/ Supervisor.
* Conducted screening, interviews and testing to fill vacancies.
* Performed other job related duties specified by the Training Director for efficient and effective operations.

*Assistant Registrar: Examination & Assessment*

*Short-term Contractual Assignment April 2014 - April 2016*

* Responsibility in the smooth and efficient running/working of the department and timely disposal of letters, bills, reports, returns etc. and maintenance of proper filling procedure.
* Responsibility for the accuracy of assessment data relating to students on the institution’s student records system, which required a comprehensive understanding of the system and the ability to undertake detailed analysis of records to ensure information is accurate for both internal processes and external returns.
* Responsibility of dealing with urgent problems arising during examinations; for example, exam papers errors, invigilators failing to attend and issues with the venue such as unacceptable noise levels, to ensure these problems are anticipated and avoided wherever possible.
* Ensured continuous delivery of service to staff and students via email, telephone or counter service, liaising with colleagues to plan the work of the Assessment Team on a weekly and, or monthly basis.
* Participated in working groups and development teams across the institution as may be required in support of Registry operations.

**Bien Venue Presbyterian Primary School** San Fernando

*Office Administrator I*

*Short-term Contractual Assignment September 2012- September 2014*

* Served as an assistant to the Principal, Teachers’ and the School’s Business Operations Officer, providing the following services: answered phones, dispensed information, supervised classes and greeted visitors, and other administrative services as needed.

**University of the Southern Caribbean**  St. Joseph

*Office Administrator Trainee*

*Short-term Internship January 2010 - July 2011*

* Responsible for performing various clerical and data entry tasks and file important documents accordingly, and administrative functions including but not limited to answering phone, typing correspondence, processing documents, filing, copying, opening/distributing mail, word processing. Other duties as assigned.

**Cap-de-Ville Government Primary School**  Point Fortin

*Clerical Officer I*

*Contractual Assignment September 2006 - September 2007*

* Coordinated meetings and managed schedules for the Principal and staff. Assist with answering phones, monitor e-mail box. Assisted with filing, surveys and mailings, as well as provided general office support by: typing documents, filing reports, entering data, ordering inventories and answering phones, record keeping of correspondence. Other duties as assigned.

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**EDUCATION:**

**The University of the West Indies, Open Campus,** San Fernando

*Microsoft Office Suite 2007* September, 2013

**The University of the Southern Caribbean,**  St. Joseph

*Bachelor of Business Administration (Emph. H.R.M)* September 2007- May 2012

*Associate of Science in Business Administration*

**The University of the West Indies, Open Campus,** San Fernando

*Project Management*  September 2012

**School of Practical Accounting & Accounting Services,** San Fernando

*Peachtree Accounting* March 2007

*Advanced Practical Accounting Certificate* September 2011

**School of Information & Management,**  Point Fortin

*Information Technology (Foundation Level)*  June 2006

**Point Fortin Computer Learning Centre,** Point Fortin

*Basic & Advanced Computer Studies*  June 2006

*Computerized Typing*  September 2006

**National Energy Skills Centre (N.E.S.C),**  Point Fortin

*Computer Literacy* July 2004

*Microsoft Word* August 2004

*Microsoft Access* September 2004

*Microsoft PowerPoint*November 2004

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**REFERENCES:**

* On Request.