**RESUME**

**EDUCATION:** Sital College of Tertiary Education Ltd, Sangre Grande Campus

(2013)

Youth Training and Employment Partnership Programme, Signal Hill, Tobago)

2009/2010

2011/2012

2013

University of the West Indies Open Campus**,** Tobago

(2007-2009)

Trinizuela Technical and Vocational College, Tobago

(2006)

Signal Hill Secondary School, Tobago

(1998-2003)

Bon Accord Government Primary School, Tobago

(1992-1998)

**PROFESSIONAL**

**QUALIFICATIONS:** Association of Business Executives (A.B.E), UK

Diploma 4 in Business Management

Certificate in Administrative Professionals (Office Management) acquired at The University of the West Indies Open Campus

**C.X.C. O’ LEVELS**

*Subject Grade*

Mathematics 3

English Language 3

Principles of Accounts 3

Typewriting 3

Principles of Business 2

Diploma in Software Applications from City and Guilds (UK) acquired at Trinizuela Technical and Vocational College

**OTHER QUALIFICATIONS:** Certificate in Micro Entrepreneurship acquired at Youth Training and Employment Partnership Programme (YTEPP)

Certificate in Commercial Food Preparation (CVQ) acquired at Youth Training and Employment Partnership Programme (YTEPP)

Certificate in Data Operations (Computer Literacy and Office Administration) 1 (CVQ) from Youth Training and Employment Partnership Programme (YTEPP)

**WORK EXPERIENCE: Secretary 1**

August 01st, 2014 – Present (Sangre Grande Branch)

May 01st, 2007 – July 31st, 2014 (Tobago Branch)

Agricultural Development Bank of Trinidad and Tobago

**Duties include:**

Maintaining Records Management System, Maintaining Incoming and Outgoing Correspondence System, Handling Telephone Calls, Providing High Quality Customer Service, Making Appointments Planning of Branch Meetings, Preparing Reports, Typing of Documents, Maintaining a Petty Cash System, and any other duty related to the position.

**Team Member (Part Time)**

April 19, 2016 to January 09, 2017

KFC Broadway

Arima

**Duties Include:**

Cashing, Serving Customers, Preparation and Marinade of Chicken, Washing Wares, Handle complete Fries Station, etc

**Customer Service Team Member (Part Time)**

February 03, 2015 to January 17, 2016

Dairy Bar (Ice Cream Parlor)

Piarco International Airport

Duties Included:

Cashing, Serving Customers, Stock Taking, Book Keeping, Maintenance of entire store.

**Clerk/Typist**

July 27th, 2006 - April 30, 2007

Agricultural Development Bank of Trinidad and Tobago

Customer Service Centre – Tobago

**Duties Included:**

Provide Quality Customer Service, Handle Telephone Calls, Prepare Reports, Assist in Typing Loan Documents, Maintain the Daily Visitors Log and any other duty related to the position.

**Administrative Assistant**

(September 2005 – June 2006)

West End Connect

Internet Café / Calling Centre

**Duties Included:**

Provide Quality Customer Service, Designing of Business Cards, Flyers etc., Typing of Documents, Faxing, Handling Telephone Calls, Operating and Maintain the Call Centre and Internet Service Centre, Photocopy Documents, Research Data.

**Assistant Office Clerk**

(2004 – 2005)

People’s Credit Union Cooperative Society Limited (Tobago)

**Duties Included:**

Maintain Customers Account Books, Make NIS Payments, Make Bank Deposits, Assist in Typing of Documents, Provide Quality Customer Service.

**Shelf Replenisher/Packer**

Penny Savers Supermarket Ltd

Carnbee Branch, Tobago

September 2003 – September 2004

**Duties Included:**

Re-Pack Goods as they deplete, Clean and Maintain Shelving Areas, Assist with Packing of Customers’ Groceries, Assist in Packaging Dry Goods such as Flour, Sugar, etc, Price Goods, and Provide Quality Customer Service.

**HOBBIES:** Reading, Web Browsing, Creating Publication Designs such as Business Cards, Flyers, etc., Meeting New People.

**REFERENCES:** Ms. Vitra Dial

Relationship Officer

Agricultural Development Bank (Sangre Grande Branch)

486-0417/691-3718

Mrs. Lizette Waldrop

Clerical Assistant

Tobago Regional Health Authority

Scarborough, Tobago

275-8557

Mrs. Keshel Ellis – Joseph

Former Supervisor

KFC Broadway, Arima

733-1712