**Objective:**

To assist in the development of an organization by becoming a part of the Administrative team.

**Key competencies**

* Over three years in Administration
* An energetic, strategic thinker with excellent decision-making, interpersonal, communication and problem-solving skills
* An enthusiastic team player who works well as part of a team or an individual
* Proficient with Microsoft Documents, Word, Excel, PowerPoint

**WORK EXPERIENCE**

**Quality Assurance & Training Executive - December 2016– March 2018**

**Digicel Play**

* Support the call centre with queries via telephony systems
* Assist with Supervisor call backs where required
* Supervised agents on board
* Draft of emails to other departments
* Conduct quality checks to identify performance gaps and generate Performance Reports based on observations and evaluations
* Training and re-training of the company’s products and services
* Conduct coaching and counseling sessions with agents not meeting the identified targets

**Customer Care Inbound Agent (FTTH) November 2015 - December2016**

**Digicel Play**

* Supported the customer base with queries via telephony systems
* Outbound calls to customers’ where required
* Drafted of emails to other departments
* Supported customer base with CRM billing issues

**Service Attendant/Administrative Assistant (COSTAATT College Store)**

**COSTAATT April 2013 – October 2015**

* Supported the daily operations of the College Store
* Maintained both manual and electronic data records and data systems for the department.
* Audited, updated and maintained accuracy of document and data management systems.
* Ensured Data is accurate and accessible to authorized
* Supported the management team with the generated of management, technical and business reports

**Administrative Assistant/Receptionist September 2009 – October 2012**

**Holy Name Preparatory School**

* Sorted and distributed incoming mail to areas and staff within the organization and dispatch outgoing mail
* Drafted responses like business letters, office memos using word processing programmes
* Operated a range of office machines such as photocopiers, computers and faxes

**Clerical Assistant 2007 -2009**

C**arolyn Joseph (Commissioner of Affidavits)**

* Answered all incoming calls/emails and rerouting them to relevant parties
* Meet and greeted all visitors
* General administrative duties including photocopying, faxing, filing etc.
* Checked stationery levels and ordered new supplies

**EDUCATION**

* Currently pursuing: BBA Business Administration

**UWI-Roytec**

* LCCI Diploma in Marketing
* Certificate Public Relations, Advertising and Marketing

**SITAL – School of International Travel and Language, Trincity - 2017**

* Certificate in Computer Literacy

**National Energy Skills Centre and Ministry of Education - July 2003**

* Certificate in Events Management

**SITAL – School of International Travel and Language, Trincity - 2008**

* Certificate in Advanced Practical Accounting

**School of Practical Accounting and Accounting Services - 2010**

**CXC - St. Martin's Girls High School 2002-2006**

English 3

Social Studies 3

Mathematics 2

Principles of Business 2

Office Administration 3

**REFERENCES**

***Ms. Sharon Francis***

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Nicole Robinson

Head of communication and learning TTPS 490-1649