

Kendell Pierre

Apt 5, Church Street
Cunupia
☎ (868) 762-6226
✉ kpierre24@gmail.com

Professional Summary

Highly motivated and customer-oriented professional with extensive experience in IT, business analysis, and customer service. Seeking to leverage strong interpersonal, analytical, and technical skills to contribute productively to a challenging organization.

Core Competencies

Technical Skills	Business Analysis, Frontend Development, IT Support, UX/UI Design, Business Process Modelling, Web Design (HTML, CSS, JavaScript), Database Management, AI Systems, Graphic Design, Computer Hardware Repair, Microsoft Office Suite, Scotiabank Banking Platform, NALIS Cataloguing Systems.
Professional Skills	Problem Solving, Analytical Thinking, Customer-Oriented Service, Working Under Pressure, Meeting Tight Deadlines, Strong Interpersonal Skills.

Professional Experience

- Feb 2024 – Present **Business Analyst / Junior Software Developer / IT Specialist**, *Randell Lamont Technologies*, Chaguanas
- Perform business analysis to identify user needs and system requirements for new projects.
 - Contribute to frontend development tasks, enhancing user interfaces and experience.
 - Manage diverse IT specialist functions, including end-user support, system troubleshooting, and network maintenance.
- 2021 – Feb 2024 **Inventory Clerk**, *Aioli Restaurant*
- Managed and maintained accurate inventory levels for all restaurant supplies and ingredients.
 - Tracked stock usage, placed timely orders with suppliers, and verified deliveries.
 - Conducted regular stocktakes and reported discrepancies to management.
- Oct 2009 – Nov 2018 **Library Assistant 1**, *National Library (NALIS) at St. George's College*, Barataria
- Assisted students and faculty with research, resource location, and using library systems.
 - Managed book circulation, processed new materials, and maintained the library database.
 - Proficiently used NALIS cataloguing and data entry systems.
- Nov 2008 – Mar 2009 **Contract Assistant**, *Guardian Asset Management, Guardian Holdings Ltd.*, Port of Spain
- Provided administrative and contractual support within the asset management division.
- Sep 2008 – Nov 2008 **Temporary Clerk 1**, *Ministry of Finance, Customs and Excise Division*, Port of Spain
- Served as an Accounts Assistant, focusing on accounts and sales receivables.
- Oct 2005 – Apr 2008 **Multi-Role Bank Professional**, *Scotiabank Trinidad and Tobago Ltd.*
- Held progressively responsible roles including Bank Teller, Customer Support Clerk, Personal Banking Assistant, and Sales Officer Trainee.
 - Gained in-depth knowledge of the bank's entire banking platform and customer service protocols.

Education & Qualifications

- 2002 – 2005 **Cambridge GCE A-Level**, *St. Francis Boys' College*
- Business Studies (C)
 - Accounting (D)
 - Economics (E)
 - General Paper (D)

1997 – 2002 **Caribbean Examinations Council (CXC) - General, St. Francis Boys' College**

- English Language (I)
- Principles of Business (I)
- Principles of Accounts (I)
- Information Technology (I)
- Spanish (II)
- Chemistry (II)
- Mathematics (II)

References

Regina Joseph Teacher II, Ministry of Education. **Phone:** (868) 380-8620

Randell Lamont IT Consultant, Randell Lamont Technologies. **Phone:** (868) 762-0735