**Shanu**

**Email:** **shanu.3707314@2freemail.com**

**Summary:**

Passionate customer service advocate with experience in dealing with clients from diverse backgrounds. Quick learner with a positive professional attitude and excellent communication skills willing to contribute to the success of the team.

My long-term experience in the service industry has taught me how to meet and exceed each customer's expectations with service that sells. I have assisted all types of customers in various atmospheres, this has taught me the value of patience and listening. I realise that not only acquiring but maintaining the relationships between the company and its clients are of the utmost importance.

Positioning a company for better exposure and greater marketability is a task that I have performed with success many times. In my previous role it was known as cross selling.

I am an excellent trainee, I strongly believe we are never too old to learn and take value in what others have to teach. My aim will be to achieve ongoing success with my colleagues, team members and clients.

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Additional skills include:

* Microsoft Word, Excel & PowerPoint
* Excellent oral and written communication skills
* Minimum supervision required
* Works on own initiative
* Trained in basic first aid
* Patience
* Attentiveness
* Clear Communication Skills
* Dedicated
* Hard-Working
* Time Management
* Goal Oriented
* Willingness To Learn

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**Secondary Education:**

Achieved passes in the following subjects in the Caribbean Examinations Council’s Examination administered in May 2013

* English Language
* Mathematics
* Principles of Account
* Principles of Economics
* Information Technology

**Tertiary Education**

I am currently reading for my LLB (Hons) Law Degree at BPP University’s Waterloo Campus. Due to unforeseen circumstances, I have put my studies on hold and will

resume it at a later date.

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**Work Experience:**

**1. Bethel Temple Apostolic Church**

Assistant to the Church Secretary June – August, 2011

Assisted with reception duties, file organization, and research and development Managed deliveries of important documents across the church’s compound, assisted in travel arrangements for Annual Convention Church Trip.

*Accomplishment*

The Annual Convention Trip a success.

2. **SouthStarz Academy**

Assistant to the Regional Manager June – August, 2012

Served as a liaison between operating units in the resolution of day-to-day customer and operational problems

*Accomplishments*

* Handled Manager’s full shift during rush hour at the office in addition to signing new customers to the business
* Successfully arranged and executed Parent Teacher Meeting with only two days’ notice.

**3. Sangster’s Book Limited**

Customer Service Representative July – August 2013

Assisted customers throughout day to day operations, made branch visits, ordered stock for the branch, constructed and administered surveys to find out what books were in demand by the customers, restocked shelves.

*Accomplishment:*

Worked beyond my comfort zone and was assigned additional responsibilities as Head Customer Service Representative and Stock Manager for the Art Supplies Department

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Date of Birth: July 13, 1995

Marital Status: Single

References: Available on request

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