

# Akilia Hamlet

LP# Waterhole Drive, Patna Village, Diego Martin

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## **CAREER OBJECTIVE**

To garner professional experience and further develop a work ethic which complements my academic and professional aspirations. I am seeking a position that will effectively utilize my skills as a team player and present an opportunity to learn while contributing to the company goals.

## **QUALIFICATIONS & SKILLS**

- Computer literacy and proficiency in Microsoft Word and Excel.
- Experience working in Sales, building loyal relationships, solving problems and providing exceptional service.
- Great Customer Service and Communication Skills

## **EDUCATION**

### **UWI ROYTEC (2016-2020)**

*Bachelor of Education*

### **Woodbrook Secondary (2011-2016)**

*6 CXC Passes: English A (I), POB (II), Mathematics (II), POA (III), Human and Social Biology (III), and Social Studies (III).*

## **PROFESSIONAL EXPERIENCE**

Digicel Trinidad Ltd., Port of Spain

### **Retail Store Associate/Sales Representative, June 2020-December 2020**

- Provided excellent customer service within the retail store settings.
- Excel at listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.
- Ensure customers were satisfied with all parts of the flooring experience from initial greeting through order completion.
- Contribute to sales target by communicating product benefits in order to encourage purchasing.

Patna River Estate Primary School, Diego Martin

### **Assistant Teacher/Clerical Assistant, April 2017-June 2020**

- Responsible for ensuring that all students fully understand the curriculum and provided support to students who require extra guidance.
- Create and adapt lesson plans to support teachers for both individual and group work.
- Fostered student curiosity and interest in learning through hands-on activities and field trips.

Ramnarine Supermarket, Diego Martin

**Cashier**, November 2018-December 2019

- Operate Point of Sale cash register, handling over 40 transactions average daily.
- Assist in training of new cashiers.
- Maintain thorough knowledge of store products for more efficient customer service.

Wonderful World, Diego Martin

**Warehouse Attendant**, June 2016-December 2017

- Receive merchandise and verify invoices, bills and packaging lists from vendors.

Concept and Services

**Call Center Agent**, April 1<sup>st</sup>-Presently

- Answering phones from customers professionally and responding to customer inquiries and complaints.

## **REFERENCES**

Candice Frank  
Business Intelligence Analyst  
279-4253

Calisa Gibbs  
Primary School Teacher  
[candiceanderson2@gmail.com](mailto:candiceanderson2@gmail.com)