

**KEYANN CUMBERBATCH**  
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**Tobago.**  
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## **SKILLS SUMMARY**

- Microsoft Excel; Microsoft Power Point; Microsoft Windows
- Bookkeeping
- Copywriting
- Ability to Work Under Pressure; Decision Making; Communication; Self-Motivation; Teamwork
- Customer Service orientated, General Office Support
- Sound Engineering (Mic Set up)
- Installation and Servicing of Cameras

## **WORK EXPERIENCE**

**Clerical Assistant**  
**November 2022**

**December 2020-**

### **Ministry of Labor (OJT) at The Judiciary of Trinidad and Tobago**

- Bookkeeping duties: This involves the recording of financial transactions using spreadsheets and other financial software.
- Completing bank transactions: This clerical duty involves the completion of basic banking transactions and record-keeping.
- Collection and disbursement of money: Office clerks can also be involved with the collection, counting and disbursement of money in an office.
- Communication with customers and colleagues: Office clerks communicate with customers or colleagues by answering their questions, passing along relevant information and addressing customers' complaints.

- Answering phone calls: Answering phone calls and taking messages are two of the most common clerical duties in an office.
- Records and document filings: Office clerks file important company records and ensure documents are well kept. This also involves compiling, copying and sorting records of office activities.
- Operating office machines: Clerical duties involve operating office machines like voicemail systems, photocopiers and scanners, and personal computers.
- Keeping records and reports: Office clerks carry out the computation and recording of important company reports.
- Maintaining the mailing database: Compiling and keeping the mailing database systems of a company is another clerical duty in an office. This is either done manually or with the use of a computer.
- Replying to emails: Office clerks check and record information from company emails and pass them along to relevant departments in the company.
- Delivering messages: Running errands and delivering messages in and out of the office are also common clerical duties.
- Arranging appointments: Office clerks complete work schedules, manage calendars and organize appointments.

### **Assistant Technician**

**Masaie's Surveillance & Fire System Company  
Present**

**April 2020-**

**(Part Time)**

- Install, maintain, or repair security systems, alarm devices, or related equipment, following blueprints of electrical layouts and building plans. Install electrical components, equipment, or systems. Repair electrical components.
- Mount and fasten control panels, door and window contacts, sensors, or video cameras and attach electrical and telephone wiring to connect components. Position equipment using hand tools, power tools, or heavy equipment. Install electrical components, equipment, or systems.
- Demonstrate systems for customers and explain details, such as the causes and consequences of false alarms. Explain use of products or services.
- Test and repair circuits and sensors, following wiring and system specifications.
- Test electrical circuits or components for proper functioning.

- Repair electrical circuits or wiring.
- Feed cables through access holes, roof spaces, or cavity walls to reach fixture outlets, positioning and terminating cables, wires, or strapping.
- Lay cables to connect equipment.
- Examine systems to locate problems, such as loose connections or broken insulation.
- Inspect equipment to locate or identify electrical problems.
- Test backup batteries, keypad programming, sirens, or other security features to ensure proper functioning or to diagnose malfunctions.
- Inspect safety equipment to ensure proper functioning.
- Drill holes for wiring in wall studs, joists, ceilings, or floors. Drill holes in parts, equipment, or materials.
- Inspect installation sites and study work orders, building plans, and installation manuals to determine materials requirements and installation procedures.
- Determine types of equipment, tools, or materials needed for jobs.
- Plan work procedures.
- Prepare documents, such as invoices or warranties.
- Document operational activities.
- Consult with clients to assess risks and to determine security requirements.
- Confer with customers or users to assess problems.
- Mount raceways and conduits and fasten wires to wood framing, using staplers.
- Run wiring to connect equipment.
- Adjust sensitivity of units, based on room structures and manufacturers' recommendations, using programming keypads. Adjust equipment to ensure optimal performance.
- Provide customers with cost estimates for equipment installation.
- Estimate costs for labor or materials.
- Keep informed of new products and developments.
- Order replacement parts.
- Order materials, supplies, or equipment.

## **Customer Service Representative/Second in Command**

**JustCds & Accessories LTD.**

**October 2018-April 2020**

- Maintaining a positive, empathetic and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.
- Supervise employees to help ensure efficiency and productivity.
- Perform administrative tasks under the guidance of the supervisor, such as documenting procedures and creating guidelines.
- Participate in company training seminars in order to help the company move forward.
- Train new hires on the job once they've completed initial training with the supervisor.
- Bring any employee concerns to the supervisor in order to ensure company morale.

## **Executive Secretary**

**Slidez2You  
2018**

**January 2015-September**

- Acting as a first point of contact: dealing with correspondence and phone calls
- Managing diaries and organising meetings and appointments, often controlling access to the manager/executive
- Booking and arranging travel, transport and accommodation
- Organising events and conferences
- Reminding the manager/executive of important tasks and deadlines

- Typing, compiling and preparing reports, presentations and correspondence
- Managing databases and filing systems
- Implementing and maintaining procedures/administrative systems
- Liaising with staff, suppliers and clients
- Collating and filing expenses
- Miscellaneous tasks to support their manager, which will vary according to the sector and to the manager's remit, eg completing some corporate governance reporting (to ensure that the business is being run properly and complying with legislation and regulations) or conducting research.

## **Optical Assistant**

### **Optometrist Today (Today's Optical) 2017**

**January-August**

- Like most medical assistants, the OA is a critical part of any eye practice. She's often the person who greets you at check-in, though larger practices may have a full-time receptionist up front.
- She also handles many administrative tasks behind the scenes.
- She must be detail-oriented enough to juggle scheduling patients, billing, filing and maintaining medical records and working with insurance claims.
- Organization and people skills are equally important. Be ready to manage inventory, order supplies and keep the instruments and optometric equipment clean and ready to use.
- The exact nature of your duties will depend on the optometrist for which you work.
- While some optometrists allow you to perform basic eye tests on patients and provide chair-side assistance during exams, your responsibilities will generally be non-medical in nature.
- Your major functions will be to perform clerical duties and assist customers with their eyewear.
- Depending on the scope of your responsibilities, your administrative duties may include obtaining patients' medical histories and filing them in the proper locations.
- Assistants also process payments and maintain records of transactions.
- You may also be expected to answer phones, schedule appointments, order optometric supplies and maintain the inventory.

- Some optical assistants prepare patients for examinations or procedures.

## **Security Officer**

**G4S Secure Solutions Trinidad LTD.  
2016**

**July-September**

- Protect company's property and staff by maintaining a safe and secure environment
- Observe for signs of crime or disorder and investigate disturbances
- Act lawfully in direct defense of life or property
- Apprehend criminals and evict violators
- Take accurate notes of unusual occurrences
- Report in detail any suspicious incidents
- Patrol randomly or regularly building and perimeter
- Monitor and control access at building entrances and vehicle gates
- Watch alarm systems or video cameras and operate detecting/emergency equipment.

## **Usher/Customer Service Representative**

**Movietowne Chaguanas Price Plaza  
2014**

**May/August**

- Sell and collect admission tickets and passes from patrons at entertainment events.
- Count and record number of tickets collected.
- Greet patrons attending entertainment events.
- Examine tickets or passes to verify authenticity, using criteria such as color or date issued.
- Guide patrons to exits or provide other instructions or assistance in case of emergency.
- Maintain order and ensure adherence to safety rules.
- Provide assistance with patrons' special needs, such as helping those with wheelchairs.
- Verify credentials of patrons desiring entrance into press box and permit only authorized persons to enter.
- Direct patrons to restrooms, concession stands and telephones.

- Refuse admittance to undesirable persons or persons without tickets or passes.
- Settle seating disputes or help solve other customer concerns.
- Assist patrons in finding seats, lighting the way with flashlights, if necessary.
- Search for lost articles or for parents of lost children.
- Work with others to change advertising displays.
- Page individuals wanted at the box office.

## **EDUCATION**

- University of Trinidad and Tobago (Outstanding)
- ST. FRANCOIS GIRLS COLLEGE

CXC 'O' Levels:

- |                          |    |
|--------------------------|----|
| • Mathematics            | G2 |
| • Principles of Accounts | G2 |
| • Music                  | G2 |
| • English A              | G3 |
| • Principle of Business  | G3 |
| • Integrated Science     | G3 |

## **CERTIFICATES OF COMPLETION**

- **2010 The Ministry of Science, Technology and Tertiary Education**- National Energy Skills Center- Certificate of Participation in Sound Recording and Music Production
- **2009 St. Francois Girls' College**- Certification of Excellence in the Subject area of Music
- **2010 St. Francois Girls' College**- Certificate of Participation in Music Festival in Third Place

- **2009 The Associated Board of the Royal Schools of Music**  
Certificate passing Grade 2 Theory
  
- **2010 The Associated Board of the Royal Schools of Music**  
Certificate passing Grade 3 Theory
  
- **2011 The Associated Board of the Royal Schools of Music**  
Certificate of Merit in Grade 4 Theory
  
- **2010 Department of Creative and Festival Arts-** Graded  
Examinations in Solo Steelpan Performance, Grade 1 Distinction
  
- **Pan Minors Music Literacy Scholarships Certificate in Music Literacy-** Level 2 Distinction
  
- **2012 Ministry of National Security-** Positive Adolescent Networking  
(PAN) Initiative Camp Certificate of Participation Panyard Camp BP  
Renegades
  
- **2013 Pan in Schools Coordinating Council and The Department of Creative and Festival Arts** Certificate of Achievement with a Merit in the  
Panorama Arranging Workshop

**Activities and Interests:**

- Playing Pan (Panorama, Music Festival)
- Hockey
- Track and Field
- Swimming

**REFERENCES:**



- Mahadaye Kalloo-David  
Supervisor at The Judiciary of Trinidad and Tobago  
310-9716
- Marcus Joefield  
Owner of Masaie's Surveillance & Fire Systems Company  
498-9475