

Narisse **Philip**

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**WORK**

01/2013

**EXPERIENCE**

**Junior Clerk, Ministry of Health (Job Attachment)**

Responsibilities:

- Filing
- Advertising various events organized by the Ministry of Health
- Answering phone calls
- Providing support to other departments by typing and emailing the documents they required
- Managing and responding to emails

2014

**Food Server, Katheryne's Restaurant**

Responsibilities:

- Cleaning the food area
- Food Prep
- Ensuring that preparation food is fresh and properly stocked
- Serving food to customers
- Handling cash transactions.

2015

**Standardized Patient, Ross University**

Responsibilities:

- Studying criteria
- Simulating and acting out symptoms of medical illnesses
- Facilitating smooth communication between students and trainers.

2016

**Shop Attendant, P&P Trading**

Responsibilities:

- Cleaning the store
- Ensuring items are organized with correct price tags
- Assisting customers in finding what they need
- Mounting items as required.
- Greeting and assisting customers
- Answering customer questions
- Locating or pinpointing items for customers

06/2017 - 08/2017

**Bartender, La Playa**

Responsibilities:

- Cleaning bar and surrounding areas
- Verifying the freshness of juices
- Serving drinks to customer.
- Recommending drinks to customers
- Handling cash transactions.

07/2017 - 08/2017 and 02/2018 - 05/2018

**Bartender, Dada's Bar**

Responsibilities:

- Wiping the counters
- Verifying the freshness of juices
- Serving drinks to customer.
- Recommending drinks to customers
- Handling cash transactions
- Cleaning the food area
- Serving food to customers

09/2018 - 11/2018

**Customer Service Representative, Clear Harbour**

Responsibilities:

- Assisting customers with complaints and inquiries
- Providing information about products and services
- Taking orders and processing returns
- Helping customers understand products and addressing questions about reservations.
- Following up to see if the issue got resolved

03/2019 - 05/2019

**Bartender, D Banana Boat Bar & Grill**

Responsibilities:

- Cleaning bar and surrounding areas
- Verifying the freshness of juices
- Serving drinks to customer.
- Recommending drinks to customers
- Monitoring inventory and alerting employer of items needing to be replenished
- Handling cash transactions.

11/2019 – 4/2021

## **Bartender, One Pot Bar & Restaurant**

### **Responsibilities:**

- Cleaning bar and surrounding areas
- Verifying the freshness of juices
- Serving drinks to customer.
- Recommending drinks to customers
- Monitoring inventory and alerting employer of items needing to be replenished
- Handling cash transactions.
- Stock taking
- Ensuring that the handyman maintains cleanliness in the surrounding area.
- Replenishing drinks, snacks and other items in the bar.

06/2021 – 07/2021

## **Bartender, Steakhouse Restaurant & Lounge**

### **Responsibilities:**

- Cleaning bar and surrounding areas
- Verifying the freshness of juices
- Serving drinks to customer.
- Recommending drinks to customers
- Monitoring inventory and alerting employer of items needing to be replenished
- Handling cash transactions.
- Waitressing when other servers were unable too
- Sourcing and recommending cheaper drink suppliers

04/2021 – 06/2024

## **Sales Clerk, LH Enterprise**

### **Responsibilities:**

- Greeting and assisting customers
- Answering customer questions
- Locating or pinpointing items for customers
- Monitoring inventory, ensuring items are in their designated places with correct prices
- Ringing up items for customers
- Adjusting the cash float as needed
- Alerting the owner to purchase items.

10/2021 – 05/2022

## **Procurement Clerk, OYO Construction**

### **Responsibilities:**

- Verifying and confirming materials through business calls
- Purchasing products and materials at the lowest cost
- Tracking and recording orders, documenting arrivals
- Managing the supply base
- Preparing requisitions and purchase orders using Microsoft Excel and Word

- Assisting in material delivery and overseeing offloading
- Conducting quality control and assurance, including testing
- Handling communication tasks such as sending emails and contacting interview candidates
- Tracking employee information, job titles, and daily tasks
- Collecting and inputting daily site data, including ongoing activities and resource allocation
- Filling employee information sheets and purchase requisition forms
- Maintaining records of employees and documenting construction activities.

08/2022 – 05/2023

### **Equipment Control/Dispatcher/Independent Contractor, Outsource Development Center (MyTrukLLC)**

#### **Responsibilities:**

- Conducting data entry tasks
- Dispatching drivers to designated locations
- Communicating accurate information to team members and drivers
- Monitoring and recording drivers' locations, work hours, time in, and time out
- Addressing issues and requests by transmitting information or offering solutions
- Tracking the dispatch of trucks, chassis, and containers throughout the day.
- Sourcing and securing tasks for drivers and dispatchers
- Communicating with clients via calls and emails to provide timely updates on load and delivery
- Sharing information with staff to ensure up-to-date details for client inquiries during absences
- Conducting morning, midday, and end-of-shift debriefs for seamless information flow. Additionally, ensuring follow-ups and responses to clients in the absence of senior administration or other members of staff
- Ensuring all equipment used are in the right storage by the end of the day

03/2023 - 06/2024

### **Independent Contractor (Stary PTE Ltd.)**

#### **Responsibilities:**

- Reviewing written content for clarity, coherence, and overall quality
- Thoroughly examining content to identify and correct grammatical errors and spelling mistakes
- Crafting original and compelling content
- Paying attention to grammar rules and language usage to maintain high writing standards
- Exceptional editing and proofreading skills with a keen eye for detail.
- Ability to adapt writing style to match various tones, voices, and subject matters.
- Excellent time management skills to meet deadlines effectively.
- Excellent Communication skills.

08/2024 - 09/2024

**Temporary Chat Support Agent - (Elevation connect)**

**Responsibilities:**

- Respond to customer questions and concerns through online chat, and provide information and assistance
- Troubleshoot and resolve customer issues, such as inability to log into account, issues editing their profiles and or personal page, or walk-through certain issues step by step.
- Identify issues that need to be escalated to higher levels of support
- Go beyond answering questions and proactively engage with customers, building rapport
- Work with team members and other departments to ensure consistent customer support

**EDUCATION**

2007 - 2008

**Newport School, Maryland, USA**

2008 - 2009

**Convent High School**

2009 - 2012

**North East Comprehensive School**

2012

**Computer Literacy Training Program**

2014 & 2017

**Dominica State College**

**ADDITIONAL  
SKILLS**

Computer Literacy: Business Etiquette, Typing Skills, Business Skills, Social Skills  
Time Management Skills, Customer Service Skills, Interpersonal Skills, Problem  
Solving Skills, Data Collection, Bar-tending,

**REFERENCES**

1. Katianna Jerome, Supervisor, One Pot Portsmouth  
+1 (767) 2651644
2. Heather Joseph +17672258882 Owner, LH Enterprises
3. Joyette George +17676147921 Admin, OYO Construction

4. Edward Charles +17672777130 Assistant Project Manager, NITTO
5. Kinisha Brown +17672776353, Junior Project Engineer, OYO Construction
6. Tarsha Tyson +17672458623, Site Admin, OYO Construction