**MARK FRANCIS**

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**OBJECTIVE**

To gain valuable and relevant experience for progression into a managerial position in Human Resource Management

**EDUCATION AND QUALIFICATIONS**

BBA Human Resource Management (HONS.), UTech, Ja. Aug 2014 – May 2018

(8) CAPE Passes, St. Catherine High School Aug 2011 – May 2013

(7) CSEC Passes, Maggoty High School Aug 2005 – May 2010

**HONORS AND DISTINCTIONS**

* Earned Stephen Vasciannie Fulbright Scholarship Award 2018
* Nina Jonson Award for Outstanding Excellence 2017
* Achieved Honour Roll, Faculty of Business Management 2015-2016

**WORK HISTORY**

Trolley Gate High School: ***Administrative Assistant*** Aug 2018 – Present

* Serviced customers who visited front desk
* Typed documents and meeting minutes
* Filed and answered the phone

Trolley Gate High School: ***Teaching Assistant*** May. 2018 – Aug 2018

* Helped with preparation of lessons plans
* Supervised classes in teacher’s absence
* Marked homework and assignments

Care for Me Products: ***Client Services Representative***  May 2016 – May 2018

* Serviced customers who visited front desk
* Upsold products and services to customers
* Managed social media pages and email accounts
* Functioned as a cashier

Tell Toys Limited: ***Cashier/Customer Service Representative***  June 2014 – April 2016

* Serviced customers who visited front desk
* Upsold products and services to customers

**COMMUNITY SERVICE**

* 120 Volunteer Hours – **Andrew’s Memorial Hospital** May 2011 – Aug. 2011
* 40 Community Service Hours – **University Hospital of the West Indies** May 2010 – Jun. 2010
* 10 Volunteer Hours – **Food for the Poor/Missionaries of the Poor** May 2012

**CO-CURRICULAR INVOLVEMENT**

* President – **Honour Roll Society**  2017-2018
* Vice President – **Human Resource Action Club** 2016-2017

**SKILLS**

* Customer relations, customer service
* Keen attention to detail
* Critical thinker and problem solver

**REFERENCES**

Available upon request