

Afiya Neptune
Lot 40C Grants Park,
Rousillac Village,
Rousillac
Trinidad, West Indies.
Telephone Number: 1868-793-9512/1868-743-8737
Email: *afiya_d@hotmail.com*

February 28th, 2024
The Human Resource Department

Dear Hiring Manager,

According to Gabrielle Bernstein, “Allow your passion to become your purpose, and it will one day become your profession.” My passion lies in the responsibilities concerning roles pertaining to Human Resources, where I can present my knowledge and bring forth successful results in an organization. My areas of specialty are International Human Resource Management, Employment Relations, Selection and Assessment, Training and Development, Work and Well Being, New Technology at Work, Motivation and Performance at Work and Career Counselling and Coaching.

Academically, my extensive coursework in Organizational Psychology at the University of London has allowed me to develop a comprehensive knowledge in such discipline. In addition, it has enabled me to understand organizational behaviours, analyze and observe employee behaviours, identify training needs, analyze learning programs and understand the tactics in the development of plans in order to enhance operational effectiveness and productivity within an organization.

Being a former employee with Emirates Airline (based in Dubai, United Arab Emirates), has allowed me to gain a wealth of experience in a myriad of skills that are quite transferable to a plethora of roles. Furthermore, for seven years, Emirates Airline has afforded me with the opportunity to work alongside the Human Resource Department which enhanced my skills to identify training needs, support human resources activities, provide feedback on performance management and increase customers’ satisfaction. Due to the global nature of the organization, I have extremely strong human relations skills and leadership skills. I am confident that my keen eye for detail and my unmatched record of excellent work ethics will undoubtedly enable me to contribute to the organization’s success.

I firmly believe that I will be an asset to this organization’s innovative environment. Thank you for your kind consideration and I trust and look forward to hearing from you to arrange an interview. I can be reached at the above phone number or email address. Thank you for considering my application.

Yours faithfully,

Afiya Neptune

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TELEPHONE: 1868 793 9512
1868 743 8737

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Lot 40C Grants Park, Rousillac Village, Rousillac, Trinidad, West Indies
E-mail address: afiya_d@hotmail.com/ Phone: 1868-793-9512/1868-743-8737.

Professional Summary

Passionate Human Resource enthusiast with in-depth knowledge in Organizational Psychology, International Human Resource Management and Employment Relations. More than six years working experience with a global organization consolidated my interpersonal skills. Exceptional in conducting briefings, preparing presentations and coordinating activities that represents an organization's positive image. Excellent in working with multicultural teams and independently. Effective communicator, critical thinker, customer focused and has a keen eye for detail. Proficient in Microsoft Office.

EDUCATION

Master of Science in Organizational Psychology, January 2013- December 2014: International Human Resource Management, Employment Relations, Selection and Assessment, Training and Development.

The University of London- London, United Kingdom

Bachelor of Science in Psychology (Cum Laude), January 2007-May 2010: Stress Management, Social Psychology, Contemporary Social Issues, Racial and Ethnic Relations.

Andrews University- Michigan, United States of America (site: University of the Southern Caribbean)

GCE AS and Advance Level, September 2003-2005

Psychology, General Paper, Sociology

Caribbean Examination Council (CXC), September 2001-May 2003

English Language, Mathematics, Biology, Chemistry, Social Studies, Geography

General Certification of Secondary Education (GCSE), September 1999-June 2001

Music

EXPERIENCE

CUSTOMER SUPPORT REPRESENTATIVE • Scotiabank Trinidad and Tobago Limited •
December 2019-April 2020

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- Representative for the EMV Debit Card Project
- Ensure customer satisfaction and provide professional customer support
- Communicating with customers through various channels
- Acknowledging and resolving customer complaints
- Provide recommendations to management to improve customer experience

CABIN CREW• Emirates Airline • March 2011–December 2017

- To provide feedback to staff members to enhance their performance and service
- To conduct reports on the performance of staff
- To manage and provide orientation for new staff across various cultures
- To manage staff in business and economy class when operationally needed
- To manage and supervise all cabin operations activities
- To document safety incidents or any irregularities via reports

SECRETARY• The School Of Continuing Studies• November 2006 – January 2007

- To schedule appointments and update event calendars
- To arrange meetings and coordinate teaching room schedules
- To assemble background materials and organize conference room prior to meetings
- To be responsible for an office budget for office supplies and other expenditures

ON THE JOB TRAINEE• Point Fortin Area Hospital• May 2006 -November 2006

- To file documents
- To assist the laboratory technician prepare blood samples before machine testing
- To sterilize utensils requires for use by the laboratory technician
- To prioritize workloads for successful laboratory operation
- To attend management meetings and understand the procedures from a managerial level

FELLOWSHIPS

SCOTIABANK TRINIDAD and TOBAGO LIMITED January 2010- February 2010

INTERN- HUMAN RESOURCE DEPARTMENT AND ADMINISTRATIVE DEPARTMENT

- To organize files and documents
- To assist the Assistant Manager and Service Representative Officer
- Assisting in online assessment with the recruitment process
- Participation with the interchanging and balancing of safety deposit boxes
- Assist Tellers with customer service at Telling counter
- Assist with resolution of customer service issues

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PROFESSIONAL DEVELOPMENT

- **The Peer Counsellors' Training Course**
Fifteen (15) hours
- **UNIVERSITY OF THE SOUTHERN CARIBBEAN- 2009**
- Handling Conflict in the Workplace
- Resume, Cover Letter Writing, Preparing for the Interview and Dress for Success
- Test Taking Strategies & Soft Skills in the Workplace
- Financial Planning

AWARDS

- **University of the Southern Caribbean Honour Student**
- Academic year 2008
- Academic year 2009
- Academic year 2010

SKILLS

- Proficient in Microsoft Office
- I am exceptionally good at planning, organizing and prioritizing task
- I have great leadership and management skills
- I am customer focused and team oriented
- I am a critical thinker and quite adaptable
- I have the ability to work independently

PERSONAL INTEREST

I enjoy being a volunteer literacy teacher for adults and children in my community.

References

Kathy-Ann Greenidge Ottley
Primary Care Nurse Manager
Scarborough Health Centre
Bacolet
Tobago
Work: 660 7000 ext. 4246
Mobile: 686-9101

Kathleen Prince
Retired Principal
Mobile: 343-6312