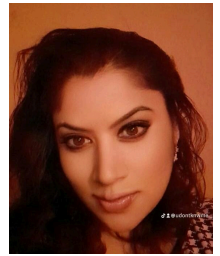


VERNISSA BHAGGAN

- Human Resource Management Professional
#28 Plumrose Avenue, Santa Rosa Heights, Arima
//868-268-8138//vbhaggan.vb@gmail.com



Dear Hiring Manager,

I am writing to express my interest as the **Human Resource Recruiting Manager** position within your esteemed organization, as advertised. With a proven track record in fostering organizational growth and enhancing employee satisfaction, I am confident in my ability to contribute significantly to your team.

Objective:

Dedicated and results-oriented Human Resource Manager with a proven track record in fostering organizational growth and employee satisfaction. Seeking an opportunity to leverage leadership, communication, and practical skills for the continued success of a reputable institution.

Professional Experience:

Human Resource Manager
Call Center Pros Limited, (Remote)
March 23, 2023 - Present

- Spearheaded HR initiatives, optimizing organizational culture and employee satisfaction.
- Executed effective recruitment and onboarding strategies, resulting in a skilled and motivated workforce.
- Managed employee relations, conflict resolution, and ensured compliance with company policies.

- *Developed and conducted training programs for enhanced team performance and individual growth.*

Previous Experience:

- *Beez Liquid Gold Development Company (2015-2021): Owned and managed a successful business, demonstrating entrepreneurial skills.*
- *American Airlines (2011): Senior Customer Service Advisor.*
- *Swissport Ltd. (2007-2011): Senior Customer Service Agent at Piarco International Airport, maintaining high customer satisfaction.*

Skills and Competencies:

- *Human Resource Management*
- *Hospitality*
- *Superb Customer Service*
- *Excellent Team Player*
- *Initiative in Difficult Situations*
- *Public Relations*
- *Business Management*
- *Computer Literacy*
- *IATA Dangerous Goods Training (SERVISAIR)*
- *Flight Attendant Preparatory Course*
- *SABRESONIC INTERACT ACSI (BWIA)*

Qualifications:

- *St. Augustine Senior Secondary Comprehensive School (5 CXC O'Levels)*
- *University of Copenhagen (Coursera, 2022): Certificate in Sustainable Tourism*
- *Gies College of Business Illinois (Coursera, 2021): Certificate in Digital Marketing Analytics in Practice*
- *Facebook (Coursera, 2021): Certificate in Introduction to Social Media Marketing*
- *University of Illinois (Coursera, 2021): Certificate in Digital Media and Marketing Principles*
- *School of Practical Accounting (2022): Associates Degree in Human Resource Management*

- London International College (2020): Certificate with Distinction in Legal Studies
- Currently pursuing Law degree: Anglia Ruskin University
- U.S. Department of Homeland Security (2021): Certificate in IS-00317A Introduction to Emergency Management

Education:

- St. Augustine Senior Secondary (2002-2004)
- Curepe Junior Secondary (1999-2002)
- Tacarigua Presbyterian School (1992-1999)

Hobbies:

Cooking, Swimming, Fishing, Reading, Exploring Different Countries, Home & Garden

References:

1. Mrs. Crystal Chatoor (Underwriter), TATIL Building, Maraval Rd, Port Of Spain. Telephone#: 1-868-291-5462
2. Ms. Susan Sookoo (Assistant Manager), TATIL Building, Maraval road, Port-Of Spain. Telephone#: 1-868-350-2198
3. Mr. Stefan Pierre Farfan (Manager), Swissport Limited, Piarco International Airport, Piarco. Telephone#: 718-6783

Thank you for considering my application. I am looking forward to the opportunity to discuss how my skills and experiences align with the needs of your organization.

Sincerely,

Vernissa Bhagyan