

OBJECTIVE

To continuously develop, nurture and apply my skills with a professional organization/institution. Change is inevitable and thus I intend to continue to grow in an upward direction at any given opportunity for knowledge is power.

EDUCATION/TRAINING

*[*Currently in pursuit of my Bachelors in Business Administration]*

NATIONAL ENERGY SKILLS CENTER: *Certificate in Intro to Myers Briggs Type Indicator Emotional Intelligence*

NATIONAL TRAINING AGENCY: *CVQ Training and Assessment Level 4 – Certified Assessor*

RENNE & ASSOCIATES INC.: *Certificate in Effective Business Writing & Time Management*

NATIONAL ENERGY SKILLS CENTER: *Certificate in Basic Fire Safety Training*

VALKIRI H.S.E SERVICES: *Certificate in Basic First Aid*

NATIONAL TRAINING AGENCY: *Training – Customer Service Representative*

PROVIDENCE GIRLS' SECONDARY: *C.X.C – English, Mathematics, Visual Art, Music, Principles of Accounts*

EXPERIENCE

ICT TRAINING ADMINISTRATOR | National Energy Skills Center [Oct 2014 –Present]

Information and Communications Technology Department

Report directly to the ICT Manager or whosoever he delegates to assist in achieving the strategic and operational objectives of the organization by designing, developing and delivery of ICT training programs across the various Campuses and other varying locations. Provide supports to the organization with administrative duties, trainer support and student interface, working closely with the ICT Manager on a daily basis. Ensure that services are professionally delivered to all students, policies and procedures are adhered to and reporting and monitoring of specified schedules and timelines are maintained. Also coordinate and monitor the daily operations of the administrative processes to ensure smooth operations throughout the department

- Design and regularly evaluate scheduled training program and assessments, as well as maintenance of student details.
- Compile, review, update and implement ICT Curriculum, course outlines and examinations.
- Create and revise systems and procedures by analyzing operating practices, recordkeeping systems, form control and office layout, implementing changes
- Assist in reviewing, developing and implementing procedures
- Resolve administrative problems by analyzing information; identifying and communicating solutions
- Coordinate administrative unique projects and manage related correspondence

ADMINISTRATIVE ASSISTANT | National Energy Skills Center [Jan 2013 – Sep 2014]

Debe Campus/Information and Communications Technology Department

Provided the full range of secretarial and administrative support to Campus Manager and ICT Manager, performing complexed, technical and specialized office support, requiring the exercise of independent judgment, application of technical skills and a detailed knowledge of the activities and procedures of the specific unit/department to which assigned.

- Create and revise systems and procedures by analyzing operating practices, recordkeeping systems, form control and office layout, implementing changes

- Manage all document filing systems to ensure easy access by authorized personnel
- Coordinate, execute and implement administrative duties on special projects and manage related correspondence
- Assist in evaluating, scheduling and implementing training programs as well as assessments
- Receives and screens visitors and telephone calls requiring the use of judgment and the interpretation of policies, rules, procedures and ordinances
- Attend educational workshops; review professional publications; establish personal networks; participate in professional societies all in an effort to maintain and further develop professional and technical education
- Resolve administrative problems by analyzing information; identifying and communicating solutions
- Assist in coordinating company events and functions

DATA OPERATIONS ASSESSOR | National Energy Skills Center [2012 – 2013]

- Develop assessment procedures
- Develop assessment tools
- Plan and organize assessment
- Conduct assessments

OFFICE CLERK 1 | National Energy Skills Center [Nov 2011 – Dec 2012] Records and Registration Department

- Assist in coordinating packaging and distribution of certificates for completed programs
- Maintain database and retrieve information for reports using Microsoft Access
- Prepare and maintain specialized reports
- Interact with customers and provide information on services offered and address queries and concerns in accordance to organization's policies, procedures and ordinances
- Manage all documents coming into and going out of the department
- Compile notes and generate minutes of meetings
- Operate modern office equipment
- Update and maintain databases

OFFICE CLERK 1 | National Energy Skills Center [Nov 2010 – Nov 2011] Information and Communications Technology Department

- Maintain the databases, generate reports, check emails, mails and send prompt replies for the action to be taken in a timely manner
- Assist in coordinating packaging and distribution of certificates for completed programs
- Interact with customers and provide information on services offered and address queries and concerns
- Manage all documents coming into and going out of the department
- Take minutes of meetings and distribute accordingly
- Act as direct liaison with external customers to help provide them with relevant information
- Operate modern office equipment

FRONT DESK CLERK | Alicia's Guest House [2010]

- Meet and greet incoming guests and address queries/concerns to ensure a friendly and comfortable environment
- Answer phones and provide information as requested

- Monitor and maintain bookings made by customers
- Submit report of all transactions conducted during shift and close off shift
- Co-ordination of accommodation for guests
- Ensure all operations and cash handling are done per policies and procedures

SALES CLERK | Sentimental Creations [2008 – 2009]

- Obtain/receive merchandise, totals bill, accepts payment, and makes change for customers
- Provide minor graphical services such as designing and printing greeting cards, customized envelopes, flyers, call cards, customized letter heads, etc.
- Stock shelves, counters, or tables with merchandise
- Answer customer's questions concerning location, price, and use of merchandise
- Remove and record amount of cash in register at end of shift
- Keep record of sales, prepare inventory of stock

FILING CLERK | Ministry of Energy and Energy Industries [2007]

- Prepares source data for entry by opening and sorting mail; verifying and logging receipt of data; obtaining missing data
- Records data by operating data entry equipment
- Operate office equipment (Printers, copiers, fax machines, scanners, etc.)
- Provide clerical assistance to the department's administrators

ACTIVITIES / SOCIETIES

- **HEROES FOUNDATION:** Voluntary efforts on a group basis in assisting the sourcing of funds to facilitate the improvement of the lives of the underprivileged to include hearing impaired, physically challenged, visually impaired etc.
- **JUNIOR ACHIEVEMENT:** Participation in the organization, operation and management of a Junior Achievement company. Full participation and coordination in the establishing of a Junior Achievement company in the capacity of Public Relations Officer.

SKILLS / COMPETENCIES

- ☐ TECHNOLOGY SKILLS
- ☐ PROBLEM SOLVING SKILLS
- ☐ COMMUNICATION SKILLS
- ☐ SELF-MANAGEMENT SKILLS
- ☐ LEADERSHIP SKILLS
- ☐ INTERPERSONAL AND COMMUNICATION SKILLS
- ☐ ADAPTABILITY SKILLS

REFERENCES

ADRIAN MOHAMMED: ICT Manager
National Energy Skills Center
299-8277

JANKIE RAGHUNANAN: Campus Manager
National Energy Skills Center
788-9909

DEBRA BARNES LEWIS: Marketing and Corporate
Communications Manager
National Energy Skills Center
310-3449

TRICIA KOWLESSSAR: Proprietor/Manager
Precious Moments/Sentimental Creations
376-8390 / 625-3345