

SJ

Shanee John

#17 McDonald Street, Curepe shanee_john@hotmail.com 797-4362 / 367-1545

OBJECTIVE:

Seeking a position where my Social Sciences degree, Research and Project Management skills and experience with digital photography would be utilized and challenged.

EDUCATION:

Andrews University

(2008 – 2013)

(University of the Southern Caribbean)

Bachelor of Science in Psychology

Thesis: *“The relationship between social stratification and the formation of criminals in Trinidad.”*

University of the Southern Caribbean

Peer Counsellors Training Course

(2008)

Caribbean Union College Secondary School

(2002-2007)

Seven (7) CSEC Ordinary Levels

TECHNICAL SKILLS:

- Operating Systems: Windows and macOS.
- Software: Microsoft Office Suite, Adobe Photoshop, Adobe Lightroom, Adobe Muse, Statistical Package for Social Sciences (SPSS), Customer Relationship Management software.

COMPETENCIES:

Interpersonal Abilities

- Possess excellent written and oral communication skills.
- Customer oriented and experienced in customer service.
- Team oriented and creative leadership skills.

Data Analytics and Research

- Analyzed raw data using Statistical Package for Social Sciences.
- Provided guidance to undergraduate and graduate students on effective research methods and quantitative analysis in their research efforts.

Project Management and Implementation

- Designed, developed and fulfilled strategic programs for the National Museum and Art Gallery.
- Completed multiple tasks simultaneously for a summer camp within a compressed timeframe.

PROFESSIONAL EXPERIENCES:

Digicel Trinidad and Tobago

(2016 – 2017)

Digicel Play

Order Care Agent

- Created new customer accounts and scheduled the installation of Digicel Play services.
- Effectively resolved post installation customer issues in a professional and results-oriented manner.
- Designed and composed internal customer service software documentation.

National Museum and Art Gallery of Trinidad and Tobago

(2015)

Graduate Intern

- Conducted audience research to refine the museum's offerings.
- Researched, photographed and compiled background information on artifacts within the museum's collection.
- Wrote media releases and advertisement scripts for special events at the Museum.
- Created a proposal to refine the tour presentations at the Sevilla House Sugar Museum.
- Directed and presented research findings on visitor tours at the Sevilla House Sugar Museum.

Trinidad and Tobago Prison Service

(2013)

Psychology Department

Youth Correctional Counselor

- Administered psychosocial evaluations, notations and social history summaries for Juvenile Offenders.
- Actively listened to juvenile's concerns and obtained information through interviews, observation and tests.
- Maintained confidentiality of records regarding the Juvenile Offender's treatment.
- Guided Juvenile Offender's thought processes regarding their decisions and choices to promote rehabilitation.
- Collaborated with other counselors in administering clinical assessments and formulating treatment plans.

University of the Southern Caribbean

(2008)

Office of the Vice President of Administration

Administrative Assistant

- Performed administrative and clerical tasks such as word processing, systematizing documents, resolved filing errors, fielding telephone calls, preparing cost estimates for department budgets and conducting research.
- Coordinated board and committee meetings, including schedules, agendas and information preparation and distribution.
- Processed invoices, client orders and payments.
- Strategized creative ways in planning University events to guarantee optimum results.

INTERESTS AND HOBBIES:

Writing (research papers) Volunteering Marketing Digital Photography
Website development and maintenance Learning new languages