Unit 1 Townhouse 70C

Cleaver Heights

Cleaver Road, Arima

1-868-330-9296

ayannab05@gmail.com

**Ayanna Bartholomew**

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| **Objective** |  | A motivated administrative professional seeking a position in a challenging environment. Over six years’ experience successfully providing administrative/clerical support to various departments. Well-developed communication and customer service skills. Proven ability to efficiently plan and manage assignments to meet deadlines. Hard working, flexible team player. |
| **highlights** |  | * Possess strong communication, interpersonal and customer service skills. * Effective organizational and time management skills; as well as multi-tasking capabilities. * Proficient Microsoft Office Suite; Word, Excel, Outlook, Power Point, as well as Oracle PeopleSoft Application * Ability to maintain confidentiality; maintained the ability to work in an environment that is considered highly confidential and treated such job with due respect. |
| **Experience** |  | **University of the West Indies**  **St. Augustine Campus.**  **Human Resources Assistant**  **Human Resources (Appointments) Section**  **April 2013-December 2014**   * Provided administrative support for the Human Resources (Appointments) Department. * Processed and reviewed employment applications in order to evaluate qualifications or eligibility of applicants. * Prepared appointment letters for academic staff of the University. * Answered questions regarding eligibility, salaries, benefits, and other pertinent information. * Entered data on the Oracle PeopleSoft database system; such as creating staff profiles, hiring, rehiring and termination of academic staff as well as attending to payroll matters. * Prepared and posted advertisements for vacancies within the University. * Updated and maintained reports on vacancies within the University. * Scheduled and prepared documents for meetings such as the University’s Campus Advisory meeting etc.   **University of the West Indies**  **St. Augustine Campus.**  **Clerical Assistant**  **Human Resources (Appointments) Section**  **June 2012-April 2013**   * Provided clerical support for the Human Resources (Appointments) Department. * Organized and scheduled appointments. * Opened, scrutinized and distributed incoming correspondence. * Updated and maintained database, by data entry. * Responded to telephone and electronic mail enquiries, providing information to academic staff and the general public etc. * Performed other general clerical duties such as filing, photocopying, faxing, scanning, and mailing documents.  |  | | --- | |  |   **Caribbean Communications Network (CCN TV6)**  **Office Clerk/Customer Services Representative/Advertising Sales Representative**  **July 2011- January 2012**   * Communicated with clients via telephone and email; listened to customer requirements and presenting appropriately to make a sale. * Maintained and developed relationships with new and existing customers in person, and via telephone calls and emails for the purpose of potential sale. * Arranged meetings and appointments with potential customers to prospect for new business. * Acted as a contact between a company and its existing and potential markets; * Performed clerical and other office oriented duties.   **Guardian Media Limited**  **Customer Service Representative/Advertising Sales Representative**  **July 2010- July 2011**   * Communicated with clients via telephone and email; listened to customer requirements and presenting appropriately to make a sale. * Maintained and developed relationships with new and existing customers. Interfacing with said clients via telephone calls and emails for the purpose of potential sale. * Arranged meetings and appointments with potential customers to prospect for new business. * Acted as a contact between a company and its existing and potential markets. * Performed clerical and other office oriented duties.   **Ministry of Science, Technology and Tertiary Education.**  **Funding and Grants Administration Division.**  **Secretary to the Senior Auditor (Internship)**  **October 2009-July 2010**   * Maintained calendars for department personnel; arranged meetings, conferences, teleconferences, and travel. * Attended various meetings and took minutes. * Maintains office supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies. * Attended to enquiries both internally and externally. * Attended to visitors with their enquiries. * Performed other general clerical duties such as filing, photocopying, faxing, scanning, and mailing documents.   **Oscar Francois Limited.**  **Omera Industrial Estate.**  **Billing Department.**  **Data Entry Clerk/Office Clerk (Internship)**  **July 2009-September 2009**   * Entered data into excel based program; compiled, sorted and verified accuracy of data to be entered. * Processed and input all customer orders while checking database for product availability. * Handled returned goods authorization process according to procedures and assure proper credit is given to customer. Maintain a good working relationship with customers by responding to all inquiries necessary. * Responded to telephone and email enquires in a quick and courteous manner. * Effectively resolved problems related to customers’ requests. |
| **Education** |  | **ROYTEC UWI School of Business & Applied Studies Ltd**  **Henry Street, Port of Spain.**  Associate Degree in Management; leading to a Bachelor of Business Administration  Currently Pursuing: Part-Time  **University of the West Indies**  School of Continuing Studies.  Certificate in Business Management and Technology  2008  **Northeastern College**  Sangre Grande.  Caribbean Secondary Education Certificate (CXC)  8 Ordinary Level Passes  2005 |
| **CERTIFICATES & ACHIEVEMENTS** |  | **University of the West Indies**  **St. Augustine Campus in collaboration with**  **Arthur Lok Jack GSB**  Certificate in Events Management  2013  **University of the West Indies**  **St. Augustine Campus**  Certificate in Customer Service  2013  **University of the West Indies**  **St. Augustine Campus**  Certificate in First Aid & CPR  2013  **University of the West Indies**  **St. Augustine Campus**  Center for Language Learning  French Level 1 (Certificate)  2008 |
| |  |  | | --- | --- | | **References** |  | |  | * Mrs. Lynette Lalla-Chote   Principal at Specialist Learning Centre  6B Wilson Street, St. Augustine  1-868-662-3778   * Dr. Gwendoline Williams   Part-Time Senior Lecturer  University of the West Indies St. Augustine  Arthur Lok Jack GSB, Champs Fleurs  1-868-747-3960   * Ms. Marilyn Smith   Administrative Assistant  Ministry of Sciences & Technology  Funding & Grants Administration  16 Warner Street, St. Augustine  1-868-663-0244   * Mrs. Annette Brizan   Former Principal at Northeastern College  1-868-747-3960 |