WORK EXPERIENCE

Business Operations Assistant I

*Oct/2013 to present*

* Gathers and checks personal and work data on all employees of the Personnel Department and enters same into the IHRIS System.
* Collates and updates data relevant to the Ministry of National Security/Trinidad and Tobago Police Service.
* Updates and maintains all employee records.
* Assists in training the staff of the Human Resource Unit, Ministry of National Security/Trinidad and Tobago Police Service, in the work processes involved in operations of the IHRIS System.
* Performs other duties related to job functions as may be assigned from time to time

Integrated Human Resource Information Systems Data Transaction Clerk

*Oct/2005 – Oct/2013*

|  |
| --- |
| * Gathers and checks personal and work data on all employees of the Personnel Department and enters same into the IHRIS System. * Collates and updates data relevant to the Ministry of National Security/Trinidad and Tobago Police Service. * Updates and maintains all employee records. * Assists in training the staff of the Human Resource Unit, Ministry of National Security/Trinidad and Tobago Police Service, in the work processes involved in operations of the IHRIS System. * Performs other duties related to job functions as may be assigned from time to time |

Accounting Assistant

*Jan/2005 - Aug/2005, Tobago Multi Marketing Limited*

* Maintained and made necessary adjustments to various records and/or logs such as journals, payroll/ time reports.
* Verified amounts and codes on various forms for accuracy.
* Sorted documents and posts debits/credits to proper account. Balanced entries and made necessary corrections.
* Reconciles simple bank statements or department records and made and checked necessary calculations.
* Answers inquiries regarding work being performed.
* Prepares forms or encodes materials for data input.
* Prepares or checks invoices, requisitions and other documents for processing; encodes and obtains approval when necessary.
* Compiles routine numerical information for report purposes by hand or by running routine recurring reports on internal computer records

Library Assistant

*2003- 2004, San Juan Girls’ R.C. School, Ministry of Science, Technology and Tertiary Education*.

* Lend and collected books, periodicals, videotapes, and other materials at circulation desks.
* Process new materials including books, audiovisual materials, and computer software and also operated and maintained audiovisual equipment.
* Sorted books, publications, and other items according to established procedure and return them to shelves, files, or other designated storage areas.
* Located library materials for students and teachers, including books, periodicals, tape cassettes and pictures and also provided assistance to librarian in the maintenance of collections of books, periodicals, magazines, newspapers, and audiovisual and other materials
* Answered routine inquiries, and refer patrons in need of professional assistance to librarians and maintained records of items received, stored, issued, and returned, and file catalog cards according to system used.
* Performed clerical activities such as filing, typing, word processing, photocopying and mailing out material, and mail sorting.
* Prepared book displays for students.
* Any other related duties.

**Data Entry Clerk/ Customer Service Team Leader**

*2001-2003, Land Settlement Agency, Ministry of Housing and Settlements*

***Data Entry Clerk:***

* Prepared source data for computer entry by compiling and sorting information; establishing entry priorities.
* Processed customer and account source documents by reviewing data for deficiencies; resolving discrepancies by using standard procedures.
* Entered customer and account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format.
* Maintained data entry requirements by following data program techniques and procedures.
* Verified entered customer and account data by reviewing, correcting, deleting, or reentering data; combining data from both systems when account information is incomplete; purging files to eliminate duplication of data.
* Tested customer and account system changes and upgrades by inputting new data; reviewing output.
* Secured information by completing data base backups and maintained operations by following company policies and procedures; reporting needed changes.
* Maintained customer confidence and protects operations by keeping information confidential and contributed to team effort by accomplishing related results as needed.

***Customer Service Team Leader:***

* Supervised and coordinated activities of workers engaged in customer service activities with regard to the Accelerated Housing Initiative.
* Issued instructions and assigned duties to workers by planning, preparing, and devising work schedules, according to budgets and workloads.
* Communicated with other departments and management to resolve problems and expedite work.
* Reviewed and double-checked files of successful interviewees for the Accelerated Housing Initiative.
* Made recommendations to management concerning staff and improvement of procedures

**Clerical Assistant**

*2000-2001, Land Settlement Agency, Ministry of Housing and Settlements*

* Answering the main telephone lines for incoming calls to the LSA, dealing with enquiries, receiving facsimile and application forms for the Certificate of Comfort.
* Provide clerical support under the supervision of the Office Manager to include filing, copying and customer service front desk duties.
* Processing Certificate of Comfort applications re: creating files, folioing and updating applicants’ files in preparation for field investigator.
* Any other related duties.

EDUCATIONAL BACKGROUND

**School of Practical Accounting and Accounting Services**

*Present*

Practical Accounting and Advanced Taxation

**College of Science Technology and Tertiary Education**

*2008-Present*

Final Year – Associates in Science Degree – Social Work

**National Energy Skills Centre**

*February 2004*

Certificate in Computer Literacy

*March 2004*

Certificate in Microsoft Word

**Lakshmi Girls’ Hindu College**

*September 1992 – July 1997*

CXC- General Proficiency

Mathematics 2

English language 2

English literature 2

Principles of accounts 2

Principles of business 2

Biology 3

**Curepe Fatima R.C. School**

*September 1985 – June 1992*

**SKILLS**

* **Proficient in Microsoft Office Suite which includes:** 
  + **Word**
  + **Excel**
  + **Access**
  + **PowerPoint**
  + **Publisher**
* **Quickbooks 2012 Accounting Software**
* **Balloon Decorating**

*Have been an active member on numerous social committees in the Trinidad and Tobago Police which includes, The Police Variety Concert Committee, Emancipation Celebrations Committee, Shouter Baptist Celebrations Committee, Carnival Celebrations Committee and Indian Arrival Day Celebrations Committee.*

**REFERENCES**

Ms. Charleen Phillip

Executive Director,

Statutory Authorities Service Commission Department

625-1630

Mr. Michael Cyrus

Public Management Consultant

Public Management Consulting Division

730-9830

Mrs. Sandra Cachie

Human Resource Officer III

Trinidad and Tobago Police Service

868-781-1733