**Ria Frost**

#15 Clifford Street,

Belmont,

Port-of-Spain

469-3669/771-0306

**Experience:** **August 2012 to March 2015**

**ChildLine**

**Listener:**

Operate the multi-line telephone console, received calls and give accurate information to callers

Ensure that the Company’s PBX telephone system is attended to at all times during working hours.

Screen calls where necessary, using good judgment and routed calls to appropriate destination.

Take messages when required, obtaining and recording caller’s name, time of call and nature of business when

appropriate and forward messages without delay.  
  
Take reports from the general public via the Hotline’s numbers ensuring that all necessary information is recorded.  
  
Log all reports into the Computerized Programme ensuring that information gathered is entered into the appropriate fields.  
  
Report case to the necessary Service Agency be it the - Trinidad and Tobago Police Service, National Family Services, Student Support Services etc.  
  
Log all Crank Calls into the Computerized Programme.  
  
Take calls from the general public via the Hotline’s numbers and offer counselling/information/referrals as is necessary.  
  
Follow up with Service Agencies for updates on cases reported to them.

**Experience:** **August** **2010 – July 2012**

**Child Welfare League of Trinidad and Tobago Incorporated**

**Belmont Circular Road, Port of Spain**

**Office Assistant/Receptionist:**

Operate the multi-line telephone console, received calls and give accurate information to callers

Ensure that the Company’s PBX telephone system is attended to at all times during working hours.

Screen calls where necessary, using good judgment and routed calls to appropriate destination.

Take messages when required, obtaining and recording caller’s name, time of call and nature of business when

appropriate and forward messages without delay.

Sort out going mail, affixed accurate stamp amounts where necessary.

Greet the general public, staff and others in a pleasant, professional and courteous manner.

Ascertain the nature of business and directed visitors or callers to the appropriate department or person.

Perform routine typing and filing when necessary.

Assist with the requisitioning and distribution of stationery.

Secure and maintain the Stamp register.

Receive, record and route all incoming mail as directed.

Operate office equipment such as fax and photocopying machines.

Maintain Pre-school and Nursery Waiting List and contact prospective parents as necessary

Assist with registration of children into the Pre-school and/or Nursery

Assist in the preparation of Minutes for Monthly Board of Directors meetings.

Perform other related duties as was assigned from time to time.

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**Education: 1995 – 1997**

**Gasparillo Composite School**

**C.X.C Examinations – General Proficiency**

* English Language – Grade II
* Mathematics – Grade II
* Social Studies – Grade II
* Typewriting – Grade II
* English Literature – Grade III
* Integrated Science – Grade III
* Spanish – Grade III

**G.C.E Examinations – O’Level**

* Human and Social Biology – Grade A
* Combined Science – Grade E

**References**:

Ms. Ayanna Griffith Ms. Garvelle Grant

Administrator Query Manager

Childline Container Recovery & Billing

Ph: 626-5755 Ph: 492-1330/337-2355

D.O.B: 22/01/81

Marital Status: Single