**NICOLLETTE BRUNO**

Warden Road,

Maraldo Avenue,

Point Ligoure,

Point Fortin.

Phone: 1-868-305-5558 (cell)/1-868-648-2088 (home)

Email: [nicollette.bruno@hotmail.com](mailto:nicollette.bruno@hotmail.com)

**OBJECTIVE:** A very hardworking, organized, responsible and results oriented individual seeking employment for an entry level position (Cashier/ Customer Service Representative / Administrative Assistant /Human Resource Officer or Trainee) utilizing the relevant work experiences and skills which I possess relevant to the position as well as competencies obtained from University in ensuring that the organization achieve their strategic goals and objectives.

**EDUCATION:**

**University of the West Indies, St Augustine:** September 2012 - May 2015

**Major:** BSc Leadership and Management (Hons)

**Minor:** Psychology

**Language:** Spanish Level 1Certificate of Proficiency

**San Fernando Central Secondary**

June 2012

5 CAPE Units: Caribbean Advanced Proficiency Examination by CXC

**San Fernando Central Secondary**

June 2010

8 CSEC Subjects: Caribbean Secondary Examination Certificate by CXC

NICOLLETTE BRUNO

**WORK EXPERIENCE:**

**Ministry of Education Trinidad and Tobago** May 2016- June 2016

Assistant Supervisor for CSEC Examinations 2016

* Assisted in the supervision of examination rooms
* Ensured the proper conduct of the exams by candidates
* Assisted the supervisor in the admission of candidates to the exam room, seating of candidates and the distribution and collection of question papers.

**Campus Information Technology Services (CITS)** January 2014- January 2015

University of the West Indies, St Augustine, Service Desk Officer 1 (Student Assistant)

* Assigned requests on the Service Desk to relevant Parties or teams
* Logged in requests onto the Service Desk made via telephone calls
* Note taking and reporting at monthly meetings

**Venture Credit Union Co-Operative Society Limited** **Vacation Internship Programme**

June-August 2014

* Assisted with the company’s new project of updating members’ information. Stored important information for easy access and retrieval.
* Assisted with the scanning, logging in and management of important and sensitive documents.
* Maintained the company’s file register and filing system in order for the easy access and retrieval of files.
* Helped in the maintenance of the company’s filing inventory on an electronic document

**First Citizens Bank Vacation Internship Programme** July –August 2013

* Promoted a new service available at the bank to both members and non-members. At the end of the promotion I was able to have registered over 100 new customers onto the service.
* Carried out weekly reports on my experiences that I had during the week promoting the new service.
* Recommended on a weekly basis ways to improve on how the promotion was executed and the actual service itself.

**Ministry of Gender, Youth and Child Development** July-August 2012

**On the Job Trainee (OJT)**

* Finalized appointments for persons.
* Filing of important information
* Carried out daily reports
* Responsible for and coordination of daily activities at the Ministry’s **Camp V.Y.B.E (Vacation Youths Being Empowered)** 2012.

NICOLLETTE BRUNO

**MEMBERSHIP/AFFILIATIONS**

2013-2015: Milner Hall’s Outreach Program (Tutor)

2012-2015: Milner Hall’s Environmental Club

2005-2010: San Fernando Central Secondary Drama Club

**ADDITIONAL SKILLS AND QUALIFICATIONS**

Computer Literacy: Microsoft Word, PowerPoint and Excel

Core Competencies: Team –work, leadership, management, research, excellent oral and written communication skills, generating new ideas, analytical thinking, decision making, problem solving.

Completed more than five (5) academic research projects individually and via group projects during my tenure at the University of the West Indies some of which include:

* Researched on Human Resource Management and Management in the Public Sector for the course Public Sector Management.
* The Communication channels used at a specific organization in Trinidad and Tobago, the barriers to effective communication and how the organizations deal with these barriers in the organization as well as I made recommendations for the organizations in terms of more effective communication based on the results I found from the research this was done for the course Business Communication.
* Researched and presented on the impact of Structural Adjustment Programs on economic development in developing countries for the course International Financial Organisations.
* Research assignment on the composition, operation and efficiency of two Human Resource Management Departments at a specific organization in Trinidad and Tobago. This included an analysis and comparison of the structure, functions and operations of both organizations. The HR planning activities practiced by both institutions were reviewed and recommendations were made. This was for the course Human Resource Management.
* Investigated an organization in Trinidad and Tobago strategic plan and the HR strategies of its Human Resource Management Department in meeting the organization’s strategic goals and objectives for the course Human Resource Management.

* Gathered information on the research and specialized techniques required for conducting a needs assessment/analysis on three levels of the organization, the individual and the job/

NICOLLETTE BRUNO

task at a specific organization in Trinidad and Tobago for the course Human Resource Development.

* Developed and delivered a training program/workshop based on the results of a needs assessment.