ALICIA HARKISOON 2756271, 6500372

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| Professional Profile |

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| Competent professional with 10 years’ hands-on experience combined in clerical, customer service and executive support tasks. Proficient in a number of related tasks; providing administrative support to executives, performing office and clerical duties. Strong interpersonal skills with a Bachelor of Administration in Human Resource Management and additional certification in Human Resource Development and Customer Service Excellence. Assisting in compiling and execution of teambuilding exercises for fellow coworkers. Knowledge and certification in Microsoft Office Applications. Trained a number of newly joined employees, enhanced their skills in office software and basic accounting. Able to work well on my own and in teams. Specially trained to work dynamically in a professional environment.  **Work Experience**  *Human Resource Department* | |
| * Compiling Absent Management and Return of Personnel Reports * Dealing with Human Resource Leave Issues for the Division * Processing of all leave for officers (Vacation, sick, extended sick leave, maternity leave, compensatory leave) * Filing of documents pertaining to employees and ensuring that copies are kept on file before originals are sent to Ministry for further approvals * Liaising with Human Resource Officers’ and Supervisors’ to ensure the appropriate procedures are followed   *Accounts Department*   * Maintenance of vote book and processing of bills for payments * Checking and processing of travelling vouchers and bills for payment * Maintenance and updating accounting figures and balances in vote book   *General Administration/ Procurement Department*   * Assisting in the Tendering Process of Services contracted out for the Division * Assisting in the Preparation of Draft Estimates * Dispatching documents * Procurement of products and services of the Divisions * Maintenance of stores department – Recording and Issuing of stock * Processing of Bills and Invoices / Purchase Orders * Liaising with suppliers, other external customers as well as internal customers   *Customer Service Department*   * Furnishing the public with information relating to Electrical Inspections and other information pertaining to the Electrical Inspectorate Division * Processing and submitting of inspection applications * Recording inspections results and follow up procedures for internal as well as external customers   Wireman License Department     * Interacting with applicants for wireman licenses and examining them for approval for examination by the Chief Electrical Inspector * Creating of Licenses on system as well as updating the renewal and new issuance of License Numbers to successful exam candidates * Creating and Maintaining a functional filing and storage system of the wireman License section * Manufacture of all License for wiremen (renewals and new issues) * Interacting with the Chief Electrical Inspector and Deputy Chief Electrical Inspector on scheduling for exams, interviews and review meetings for candidates of the exams |  |

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| Work History | | |
| Clerk I / Ag. Clerk II | Ministry of Public Utilities, Electrical Inspectorate Division | February 2010 - Present |
| Clerical Assistant  (Tax Surveillance Unit ) | Ministry of Finance, Inland Revenue Division | January 2009 – January 2010 |
| Clerical Assistant  (OJT) | Williamsville Secondary School | 2007-2008 |

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| Professional Accomplishments Australian Institute of Business (AIB)   * Bachelor of Business Administration in Human Resource Management |
| Association of Business Executives (ABE)   * Diploma in Human Resource Management |
| Institute of Administrative Management (IAM)   * Diploma in Human Resource Development      |  |  |  | | --- | --- | --- | | Education | | | | |  |  |  | | --- | --- | --- | | Caribbean Examination Council (CXC) | CXC | * English A – II * Mathematics – III * Social Studies – I * Principles of Business – II * Geography – III * Agricultural Science - I | |  |  | |  |  |  | | |  |  |  |  | | --- | --- | --- | --- | | Other Achievements Certificate in Floral and Balloon Decoration B+  Certificate in General Cooking B+  Beauty Culture B  Certificate of Participation in Drapery Designs  Customer Service Excellence A  Certificate of Participation A-Z of Running a Small Business  Certificate for Participation Record Keeping and Cash Management   |  |  |  | | --- | --- | --- | |  |  |  |   Certificate in Microsoft Office Applications Bo References Chief Electrical Inspector  Mr. Marlon Williams  48 Eastern Main Road, Arouca.  692-6549, 692-6550    Mr. Kevin Baboolal  #52 Gardenia Drive, Roystonia, Couva  798-6549 | |  |  | |
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