***80B Curita Village, Acono Road, Maracas, St. Joseph***

***Telephone: 1-868-688-4435 /1-868-620-1913 / 1-868-470-0750***

***Email:*** [***melissahosein@gmail.com***](mailto:melissahosein@gmail.com)

***To be proactive, diligent and self-motivated to achieve results in an environment that allows for progressive thinking and hard work.***

Business Operations Assistant I

Melissa Hosein-Santana

**Education**

2015 – 2016 CTS College

ABE Level 4 – Business Management

2007 – 2008 Croyden College (UK)

NCFE – Certificate in Occupational

Health & Safety Level 2

2004 – 2006 Southeast London College (UK)

LCCI – Diploma in Marketing and Public Relations

2000 – 2002 Edinburgh Educational Institute

CXC Results

Mathematics – Grade 1

English Language Grade 3

Principles of Business – Grade 2

Principles of Accounts – Grade 2

Social Studies – Grade 2

1998 – 2000 Carapichaima Senior Comprehensive School

CXC Results – Technical Drawing Grade 2

**Professional Skills**

* Microsoft Office
* Microsoft Windows
* Filing
* Typing (55+ wpm)
* Basic Accounting
* Leadership and Management Skills
* Telephone Etiquette
* Customer Service Skills

**Employment**

***Business Operations Assistant I / Ministry of Education / Funding and Grants Administration***

***June 2015 - present***

* Facilitating and addressing students’ concerns either face to face or via telephone communication for e-GATE applications with regards to cancellations, corrections and multiple pending applications.
* Verifying accuracy of institutions’ copies of e-GATE forms.
* Verifying students’ tertiary level attendance in accordance with stipulations on legal contracts.
* Verifying, updating and maintaining accuracy of data on institutions’ invoices against entered data on Monitoring and Compliance spreadsheet for submission to Finance department.
* Updating students’ records on GDS for students to receive 0% and 20% funding for failure to meet attendance requirements.
* Representative of the Ministry’s interests in direct relation to tertiary level institutions and e-GATE queries.
* Liaising with representatives of tertiary level institutions via telephone and email correspondence concerning missing attendance registers and verifying and validating student information.
* Drafting and composing letters addressed to tertiary level institutions concerning rejected batches and new policies to be implemented.
* Training and supervising new trainees in the verification of attendance process.
* Drafting and composing internal memorandums concerning policy changes.
* Supervision of special projects in relation to tertiary level institutions’ financial queries.
* Attending internal and external conferences with private tertiary level institutions.
* Documenting minutes for internal and external meetings.
* Maintaining and updating efficient filing system for verified attendance registers for private tertiary level institutions.
* Performing other duties as assigned.

***Customer Service Representative/ Ministry of Tertiary Education and Skills Training***

***June 2014 – May 2015***

* Assistance in the implementation and launch of the e-Gate system.
* Front desk management and customer service representative which involves facilitating and addressing and interpreting students’ concerns on varying issues. Including but not limited to distributing reimbursement figures, directing process for reimbursements and queries that concern e-Gate applications, which include cancellations, resetting and corrections of applications.
* Processing over one hundred (100) applications daily.
* Training and supervising new trainees in the verification process.
* Liaison between students and Ministry to address student concerns and queries pertaining to e-Gate issues.
* Representation on behalf of the Ministry on Outreach programmes.
* To perform other duties assigned and instructed by the Senior Investigating Officer

***Senior Health Care Assistant promoted to Shift Manager / Lawrie Park Lodge Residential Home Care (UK)***

***February 2005 – February 2008***

* Providing primary aid for clients.
* Distribution of medication to clients.
* Facilitating concerns of clients and their relatives.
* Clients’ monthly supervision.
* Liaising and consulting with doctors about clients and their health status.
* Liaising with the CEO on all aspects of the facility
* Updating and recording Final Assessment Files for clients.
* Updating rosters for members of staff.
* Maintenance of Health and Safety records for clients.
* Stock control and inventory.
* Travel arrangements for clients.
* Organizing daily in house group activities.
* Human Resource criteria.

**References**

Marilyn Smith

Operations Officer – Ministry of Labour

OJT East Office

16 Warner Street

St. Augustine

Telephone: 1-868-310-0265

Lisa Marie Ramkissoon-Gildharry

Senior Information System Specialist

Ministry of Education

Funding and Grants Administration Division

16 Warner Street

St. Augustine

Telephone: 1-868-389-2308