**Krystle O’Brien**

34 Duke St, Opposite Victoria Square, Port-of-Spain

Home: 868-233-4525 Cell: 868-373-5963

krystle.obrien30@gmail.com

**Summary**

I began teaching mild to profoundly mentally handicapped children in 2004, then moving on to teaching older, vocational students. I was employed with the Immortelle Children’s Centre for ten years before resigning my post as a Special Education Teacher 1. I moved on to work at Guardian General, with a post as a Claims Assistant and then leaving to teach again, in a Standard IV Class at Our Lady of Laventille R.C. Primary School.

**Education**

**Bachelor’s Degree in Literature and Communication Studies**

COSTAATT, Trinidad and Tobago

**Associates Degree in Literatures in English**

COSTAATT, Trinidad and Tobago

**Certificate/Diploma -Specialization in Adolescent English**

Global TESOL, Canada

**Certificate in the Global Teacher Accreditation Course**

Cambridge Education Foundation/British Council, United Kingdom

**H.S.T.A.T (High School of Telecommunications, Arts and Technology)**

Bay Ridge, Brooklyn N.Y.

**Northern High School**

Baltimore, Maryland

**Barataria Junior Secondary School**

Barataria, Trinidad and Tobago

**Mucurapo Girl’s R.C. Primary School**

St. James, Trinidad and Tobago

**Experiences**

Guardian General Insurance Limited

**Claims Assistant- June 2015-Current**

* Responsible for the care and maintenance of the claims folders.
* Analyzing the claim, and determining if the disposition of the claims and control action has been appropriately identified.
* Provides high quality customer service by determining the best approach for handling issues
* Maintain proper files for claims by collecting and organizing all relevant documents and set up new claims using the company software system
* Handle all telephone inquiries regarding policy coverage or claims and provide information as requested

Guardian General Insurance Limited

**Research Assistant- July 2014-June 2015**

* Make calls and respond to emails from survey questions
* Assist and help surveyors in performing field surveys
* Handle customer inquiries both telephonically and by email
* Assist in resolution of customer complaints
* Provide customers with product and service information
* Route calls to appropriate resource
* Follow up customer calls where necessary
* Document all call information according to standard operating procedures
* Complete call logs

Immortelle Vocational Training Centre

**Teacher-January 2005- June 2014**

* Provide direct and indirect instructional support to students in a positive environment.
* Employ special educational strategies and techniques during instruction to improve the development of sensory- and perceptual-motor skills, language, cognition, and memory for preparation in the world of work
* Instruct students in culinary arts, banking, office work etc using a variety of techniques such as phonetics, multi-sensory learning, and repetition to reinforce learning and to meet students' varying needs and interests.
* Teach socially acceptable behavior in the work place, as determined by the student’s individualized education.
* Programs by employing techniques in an overall positive behavioral support system.
* Provides students with opportunities to observe, question, and investigate.

Immortelle Children’s Centre

**Teacher-January 2004-January 2005**

* Modify the general education curriculum for students with disabilities based upon a variety of instructional techniques and technologies.
* Meet with parents to discuss their children's progress and to determine priorities for their children and their individualized educational needs.
* Confer with parents, administrators, testing specialists, social workers, and other professionals to develop individualized education programs designed to promote students' educational, physical, and social/emotional development
* Maintain accurate and complete student records and prepare reports on children and activities.
* Establish clear objectives for all lessons, units, and projects and communicate those objectives to students.
* Develop plans for effective communication, monitoring, and follow-up of students in inclusive classroom settings.
* Provide crisis intervention, as needed, for students and those in inclusive classrooms.
* Assist in collection of data for providing appropriate classroom interventions.
* Maintain professional competence by participating in staff development activities, curriculum development meetings, and other professional opportunities.
* Perform related work as required

Our Lady of Laventille R.C. Primary School

**Teacher’s Aide – January 2016 – Present**

* Reinforce lessons presented by teachers by reviewing material with students one-on-one or in small groups
* Enforce school and class rules to help teach students proper behavior
* Help teachers with recordkeeping, such as tracking attendance and calculating grades
* Help teachers prepare for lessons by getting materials ready or setting up equipment, such as computers
* Help supervise students in class, between classes, during lunch and recess, and on field trips

**Hobbies**

* Reading
* Writing
* Cooking/baking
* Travelling
* Singing

Dear Sir/Madam,

Upon seeing that your school had this open position, I decided to apply as I was eager to begin a new part-time job and challenge in a more stable, professional environment. I was employed with the Immortelle Children’s Centre for ten years before resigning my post as a registered Special Education Teacher 1. Since then, I began work at Guardian General in July 2014 as a Research Assistant, then a Claims Assistant in June of last year.

I worked my way through school to earn my A.S. Degree in Literatures in English, and later on my B.A. in Literature and Communication studies. Deciding to further my education and career worth, I started a Master’s Degree in Inclusive Special Education, which I am currently pursuing. I am also TESOL trained with a specialization in Adolescent English. I have other certificates in areas of teaching/instruction and music.

I am loyal, honest, hardworking, down to earth and flexible. I love to learn, and have no issue with constructive criticism as well as on the job training, as I have had with my previous/current job posts. I have experience/expose to Microsoft Word, Excel, PowerPoint and Access. This part time job would be a great addition to my resume as well as working in the hospitality industry.

I hereby apply my resume for your consideration.

Please find a copy of my resume attached.

Thank you in advance.

I am,

Krystle O’Brien

34 Duke St,

Opposite Victoria Square,

Port-of-Spain.

Phone: 233-4525/373-5369