***MELISSA SCOTT***

***LP # 2 MC NEIL STREET, ARIMA***

***TELEPHONE CONTACT: 729-9648; 330-3065***

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***OBJECTIVE: To efficiently utilise my potential, skills and experience in support of the goals and objectives of any Organisation***

***QUALIFICATIONS*: The Professional Certificate in Human Resource Management**

* ***Introduction to Human Resource Management***
* ***Job Analysis and Design***
* ***Human Resource Planning (HRP)***
* ***Recruitment and Selection***
* ***Training and Development***
* ***Performance Appraisals***
* ***Compensation and Job Evaluation***
* ***HR Records Management***
* ***Industrial and Employee Relations***
* ***Occupational Safety and Health***
* **Diploma in Teaching of Life Skills with Literacy**
* **Two- Year Certificate in Administrative Professional Office Management**

***A ‘Level Examinations***

General Paper A

Business Studies E

Economics E

***CXC Examinations***

Social Studies I

English A II

Mathematics II

Principles of Business II

Biology III

Chemistry III

Spanish III

***TRAINING:*** 1. Certificate in Front Desk Management and Telephone Etiquette

2. Introduction to Counseling

3. ICT for Skills Development and Entrepreneurship for Young People in Trinidad and Tobago Workshop

4. Office Etiquette for Administrative Support

5. Tour Guide (YTEPP)

6. Written Communication Skills

7.Skills for the Automated Office (YTEPP)

***INTERESTS:*** Community Work, Hiking, Reading, Tour Guiding and Travelling

***WORK EXPERIENCE:*** **Ministry of Public Administration and Communications (Formerly the Ministry of Science and Technology**

* ***Business Operations Assistant I (Human Resources Division)***

***October 2014- September 2017***

* Assists in the planning and management of meetings, workshops and conferences
* Maintains file register and filing system in keeping with established systems and procedures
* Generates a wide variety of documents such as letters, memoranda, minutes, reports, and spreadsheets utilizing appropriate software
* Attends to queries and ascertains the business of callers and visitors and guides them accordingly
* Preparation of Interview and Employee Packages
* Reference Checks on Prospective Employees
* Maintenance of databases for Performance Management, Short Term, Service Providers and Contract Employees
* Contract Gratuity Preparation
* Assist in the Performance Management (Position Descriptions and Performance Appraisals)
* Assist in the preparation of Advertisements

**First Citizens Bank**

* ***Manager’s Secretary***

***February 2014- September 2014***

* Maintaining manager’s schedule
* Preparation for meetings and conference calls
* Receiving and screening calls
* Preparation of minutes for unit and staff meeting
* Maintains file register and filing system in keeping with established systems and procedures
* Assist in events management for functions such as retreats, staff development and award ceremonies.
* Creating of monthly reports for branches in different clusters
* Maintain leave and attendance register

**Royal Bank of Canada (Recruitment Xperts)**

* ***Account Service Representative***

***September 2013- December 2013***

* Undertakes basic information gathering, as directed, and compiles data for entry; enters and/ or verifies data
* Collection of fees for various services provided
* Receiving and screening calls
* Maintains file register and filing system in keeping with established systems and procedures.
* Collection of fees from customers

**Ministry of Education**

* ***School Clerical Officer (Administrative Support to Principal)***

***March 2011- March 2013***

* Maintains file register and filing system in keeping with established systems and procedures
* Receives, records, sorts and routes incoming and outgoing correspondence and other documents
* Orders, issues, and maintains inventory of supplies and equipment
  + - * Generates a wide variety of documents such as letters, memoranda, minutes, reports, and spreadsheets utilizing appropriate software
      * Assists in the preparation of budgetary and expenditure statement by collecting and inputting relevant data as directed
      * Supervision of the on the job trainees assigned
      * Preparation of performance appraisal for teaching and ancillary staff
      * Preparation of split shift allowance for ancillary staff

**Tru- Fit Garment Factory**

* ***Telephone Operator/Receptionist***

***June 2010 – March 2011***

* + - * Receives incoming and outgoing correspondence
      * Provide secretarial support
      * Receiving and screening calls, and assist with customers enquires
      * Cheque distribution and collection
      * Maintain reception area and sourcing necessary reading material
      * Assist in the preparation for meetings and conferences

**Youth Training and Employment Partnership Programme**

* ***Micro Entrepreneurship Tutor (Part time)***

***September 2007- November 2009***

* + - * Preparation of lesson plans
      * Delivery of modules as stated in syllabus
      * Execution of Business Idea and Project
      * Maintenance of attendance register for trainees
      * Directing trainees to other agencies for further development such as ALTA and NEDCO
      * Accompany trainees of field trips

**Bishop’s Centenary College (St. Cecelia’s)**

***Teacher and Young Leaders Co-ordinator***

***Subjects: Office Administration, Social Studies***

***September 2006- July 2008***

* + - * Preparation of lesson plans
      * Delivery of syllabi and assessments
      * Maintenance of class register for students
      * Accompany students on field trips locally and regionally.

**Ministry of Works and Transport**

* ***Clerical Assistant (On the Job Training)***

***August 2004- February 2005***

* Assists in the preparation of timesheets and pay sheets, vouchers, invoices and requisitions; posts entries in journals and ledgers and other routine accounting duties
* Maintains file register and filing system in keeping with established systems and procedures
* Receives, records, sorts and routes incoming and outgoing correspondence and other documents

***REFERENCES:*** **Deborah Abdullah**

Acting Director- Human Resources- Ministry of Finance (Retired)

Senior Human Resource Analyst- Ministry of Public Administration and Communications (Retired)

741-5146

**Anthony Alexander**

Senior Instructor

University of Trinidad and Tobago

780-8739

**Annette Barton**

Principal

D’Abadie Government Primary School

472-4086

**Ayana Franklin**

Human Resource Manager

Tru- Fit Garment Factory

303-2909