14 D Anand Circular Drive Email: mcewennatalie@yahoo.com

Harmony Hall

Gasparillo

Trinidad & Tobago Telephone: 290-2627 / 704-1807

West-Indies

-----------------------------------------------------------------------------------------------------------------------------

**OBJECTIVE**: To strategically align myself in a dynamic organization that is fast pace, nurturing with tremendous opportunities for growth.

**SUMMARY** Administrative professional capable of supporting managers by creating reports, letters memos, helping with client relations and by making the office run smoothly. Professional focus centers on creating excellent relationships, indirectly supporting sales efforts and meeting company objectives. Well, organized, motivated, creative of providing excellent operational and program development support.

STRENGTHS:

AP/AR Invoices Bookkeeping Coordination Customer Services

Letters Memorandums Office Operations Organisation

Support Services Leadership and Team building Calculating of man hours

**ADMINISTRATIVE & OFFICE MANAGEMENT EXPERIENCE**

**2014 –2016** **Administrative Assistance to Manager of Blair’s Construction Services Limited Tobago**

* Design and implement office policies
* Establish standards and procedures
* Organize office operations and procedures
* Screen all incoming calls
* Calculating NIS, P.A.Y.E, H/S for monthly and for- nightly paid employees and V.A.T
* Calculating of man hours manual fortnightly and monthly
* Preparing time sheets and salaries
* Calculating and preparing invoices, tender and annual sales.
* Liaise with other agencies, organizations and groups
* Maintain office equipment Supervise office staff
* Assign and monitor clerical and secretarial functions
* Design and implement application forms
* Provide on the job and other training opportunities
* Evaluate staff performance
* Design filing systems and maintain office records
* Ensure personnel files are up to date and secure
* Check stock to determine inventory levels
* Anticipate needed supplies
* Verify receipt of supply

**2012-2014 CCTV Control Centre Operator / Receptionist Eastern Credit Union La Joya**

* To operate and monitor all systems within the Control Room in an efficient manner ensuring that all work is undertaken in compliance with the operating procedures, codes of practice.
* To perform receptionist duties at the administration building, La Joya Complex when rostered
* To record all events and actions were taken in a clear, legible and accurate written format. To provide an efficient and courteous radio and telephone answering services a deal efficiently with all enquiries.
* To report all instance of equipment/system failure, malfunction or damage to the S.C.T.S to maximize operation of the system.
* Managing associated alarms and call monitoring. Monitor and operate the CCTV cameras and associated equipment in the CCTV Control Room
* Follow protocols for maintaining the security of the CCTV Control Room and its facilities
* Operate a range of remote call monitoring, alarms and communication facilities contained within the Control Room
* Report any incidents that occur immediately to the Police North Incident
* Control Room via a dedicated link, and/or report to other relevant agency and provide support/commentary to the Police and/or other relevant agency and to security coordinator.

**2010 – 2012 Administrative Assistant Distinguish Scape San Fernando**

* Serve as a central point of liaison with client and employer in the resolution of day-to-day matters concerning landscaping.
* Staff Recruitment, Training & Development
* Stock Control
* Conduct surveys of Community needs and Door to door advertising.
* Schedule and coordinate meetings, events appointments and or other similar activities for the Manager.
* Accounts Payable and Receipts, Petty Cash/ load Up keeping
* Operated fax machines copy machines, computer, and other office machinery.
* Calculating NIS, P.A.Y.E, H/S for monthly and for- nightly paid employees and V.A.T
* Calculating of man hours manual fortnightly and monthly
* Preparing time sheets and salaries

**2007 –2010 Administrative Assistant Member of Parliament Pointe-A-Pierre Constituency**

* Assists in organizing, planning, directing and controlling all activities of the office management.
* Processing of visitors documents
* Scheduling of Appointment for Visitors
* Develop and Maintained Visitors Records
* Develop and Maintained Complain and Assessments Records
* Prepare timely reports and presentations
* Developing and Maintained system for filing, storing and retrieving of information.
* Screen all incoming calls
* Documents control managements.
* Leasing with different Constituencies, Ministries and Visitors on a daily basis
* Update organizational memberships
* Recruit and select office staff
* Check stock to determine inventory levels
* Anticipate needed supplies
* Verify receipt of supply

**PROFESSIONAL DEVELOPMENT**

1. Eastern Credit Union-CUNA
   * + - Introduction to Credit Union Organization and Management
   * Encouraging & Instilling Members Services in Others
   * Call Centre Services skills
   * Difficult Human Resource Issues
   * Professional Member Services
   * Leading your Team
   * Security Procedure Protocol

**TRAINING**

* Security Administrative and Management
* Telephone techniques.
* Responding to Emergency Situations.
* Interpersonal skills and stress management
* Geography or GPS tracking centre service area.
* Wireless transmission operator.
* Front Desk Management and Telephone Etiquette.
* Protocol and Event Management**.**

# ACADEMIC QUALIFICATIONS

**1991 Pitman’s Examinations Institute**

Principles of Accounts Pass

Typing Intermediate and Advance Pass

1990 English CXC Pass

**2001 COMPUTERS EXPERIENCE**

* Peachtree Accounting
* Internet Access/ E-mail
* Microsoft PowerPoint
* Microsoft Excel, words
* Lotus 1-2-3

1. **Central station operator Level I**

**Central station operator Level II**

**Central station operator Advance Level**

**2011 YIL Educational Institute Limited**

Administrative Management Cert

Security Administrative and Management Cert

Peachtree Accounting Cert

# OTHER SKILLS

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | Good inter-personal relationship  Aptitude for self-learning  Party groups and Church secretary and events planner | |
| **Interests:** |  | Small & Micro Enterprises, Security technology, Real Estate,  Interior decorating, Event Planning, Meeting people. | |
| **REFERENCES:** |  | Kenneth Richards (Ret. CPL)  TRINIDAD AND TOBAGO POLICE  Police Armourer  Telephone: (868)-796-5184 | |
| Malika Blair ABE; BA | | |
| Former Deputy Mayor& Councillor  San Fernando City Corporation and | | |
| Blair Construction Services Limited  Manager  Telephone No: (868)-321-3686 | | |
|  | | |
| 29th January 2018      Massy Stores  Human Resource Manager  Trinidad West Indies  Dear Human Resource Manager  Given the excellent reputation of your company, I am delighted to submit my application for the position as a **Cashier** post that you may have to offer.    I am a self-motivated, energetic, hardworking, reliable, honest individual with an aptitude for self-learning. I am excited about the prospect of being involved in your organization, as learning is quite stimulating and brings with it a new challenge for me. As a result, I would be happy to undergo any specialized training that may be necessary in order for me to adapt to your work environment.    My intentions, given the opportunity to serve in your establishment, are to add value to your organization and develop creativity in the task given to me. I feel confident that an interview will demonstrate my ability and I eagerly await hearing from you.    Thanking you in anticipation for your consideration and look forward to a favourable response. Attach is a copy of my resume.    Sincerely Yours        **Natalie Mc Ewen** | | |