**Sheldy Oscar**

**Building 11 Apartment 4-1 West Maloney Gardens Dabadie**

**E-mail:** [**she.swa@hotmail.com**](mailto:she.swa@hotmail.com)

**Profile**

Organized and intelligent individual with the ability to work hard. I strive for continued excellence and my maturity and eagerness to learn makes me an excellent customer service provider.

**Work Experience**

**Organization:**

**Ministry of Works and Transport**

**Duration: April 1st 2014 – Present**

**Designation: Receptionist**

**Responsibilities:**

* Meet and Greet customers
* Assist customers in whatever service they require
* Liaise with various departments
* Maintain visitor log book
* Make and receive telephone calls

**Organization: Ministry of National Security Immigration Division**

**Duration: June 2007 – 31st March 2014**

**Designation: Receptionist**

**Responsibilities:**

* Make appointments for Foreign nationals
* Maintain and file appointment listings
* Assist with typing of travel patterns
* Filing of Index cards
* Receive and assist the public in an orderly manner
* Assist in filling out forms re: student permits, visas and extension of stay in the country
* Issuance of permits to members of the public

**Organization: Family Planning Association of Trinidad and Tobago**

**Duration: 1993 – August 2004**

**Designation: Clinic Clerk**

**Responsibilities:**

* Make appointments for clients
* Registering of new clients
* Filing of clinic cards
* Assist with urine testing for pregnancy test and pap smears
* Make and receive telephone calls
* Type all clinic’s correspondence and reports

**Education**

**University of the West Indies**

**September 2015 – September 2016**

**Certificate in Public Administration (CPA)**

* Organizational Theory and Behaviour **B+**
* Introduction to Political Institutions and Analysis **C**
* Introduction to Public Sector Management **B+**
* Organizational Theory and Behaviour II **A-**
* A study of Industrial Relations **B-**
* Introduction to Political Philosophy **B+**
* Issues in Caribbean Public Administration **B+**
* Human Resource Management **A**
* Human Resource Development **A**
* Introduction to Public Policy analysis **B+**

**South East Secondary Evening Classes**

**January 2014 – December 2014**

**CXC January 2015 General Proficiencies**

* English A **III**
* Mathematics **I**
* Office Administration **I**
* Principles of Business **I**
* Social Studies **II**

**CXC May/June 2015 General Proficiency**

* English A **II**

**Sital College of Tertiary Education Limited**

**January 2012 – December 2012 - Grade A+**

* Using Sabre Computerized Systems for:

1. Building and modifying passengers PNR
2. Pricing and printing itineraries
3. Reading Fare Rules
4. Displaying queues and modifying information

* Reading and calculating fare sheets and tours from the airlines.
* Communicating with the Airlines
* Marketing and Customer Relations
* Writing, reading, interpreting and dressing model tickets
* Automated ticketing

**Deltasoft Computer Training and Services**

**June 10, 2002 – July 8, 2002**

**Word Processing (Microsoft Word 2000) 94%**

* Full Cursor Control
* Text Entry Deletion, Saving
* Bold, Underline, Italic
* Changing Fonts
* Abandoning Entry
* Print Control Characters
* Automatic centering
* Text justification
* Block (selecting) operations
* Finding and replacing text
* Pagination facilities
* Math columns and tables
* Mail merge
* Macros
* Graphics and Word Art
* Indexing and Tables of Content
* Labels and envelopes

**Workshops Attended**

**Grace Talma Associates and Co. Ltd.**

Certificate of Participation

“Building Superior Client/Customer Relations”

**The Dispute Resolution Centre Trinidad and Tobago**

Certificate

“Dealing with Telephone Aggression”

**Other Qualities**

* Extremely hardworking and have a sharp memory
* Good in interacting with people
* Team player
* High Energy Level

**References:**

**Anna Maria Mora M. A., M. ED**

**Counselling Psychologist**

**1B Mann Street, Arouca**

**642-9921**

**Helena Muzzammil**

**Clerk IV**

**Ministry of Planning and Development**

**Level 12 Eric Williams Financial Complex**

**353-6144**