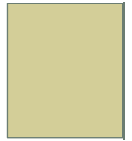


# MARSHA PERPETUA MCKAY

2-17-24 TAMAKUSHI, IBARAKI-SHI, OSAKA, JAPAN



## CAREER OBJECTIVES

To obtain a position that utilises my knowledge, skills and potential in a manner that they become assets to the organization or a country.

## SKILLS

- Report writing
- Research and Analytical skills
- Records Management
- Communication Skills
- Interpersonal Skills
- Customer Service Skills
- Knowledge of Microsoft Office 2000-2013 (MS Word, MS Outlook, MS PowerPoint, MS Excel, MS Visio)
- Coordinating meetings and workshops
- Policy Drafting
- Basic Japanese Conversational Skills - JLPT N4

## EXPERIENCE

**English Instructor, Berlitz Japan** ▪ March, 2015 – Present

- Teach customized business oriented English lessons
- Assist students of various ages to improve their English competency regarding grammar, pronunciation and conversational skills
- Teach concise English lessons to large groups of children at Japanese Kindergartens

**English Teacher, My English, Japan** ▪ January, 2016 – March, 2018

- Delivered interactive English lessons
- Assisted students of various ages to improve their English competency
- Facilitated English Rhythmic class for toddlers and young children

**Senior Operations Assistant, Records Management Unit, Finance and Administration** ▪ Jun, 13 – Dec, 14

**The Accreditation Council of Trinidad and Tobago (ACTT)** ▪ #91-93 St. Vincent Street, Port of Spain

- Performed an evaluation of the current record keeping methods and practices
- Reviewed and revised ACTT's Services Process Maps
- Assisted in the maintenance of ACTT's records and databases to ensure accuracy and accessibility
- Logged, scanned and distributed all correspondence sent from or received by ACTT
- Assisted in the development and implementation of systems and procedures for the storage, maintenance and disposal of all official and confidential records
- Drafted ACTT's Email Use and Retention Policy
- Prepared reports and delivered presentations on the activities of the Records Management Unit

**Executive Assistant (Ag.)** ▪ February – March, 2010

**The Accreditation Council of Trinidad and Tobago (ACTT)** ▪ #91-93 St. Vincent Street, Port of Spain

- Performed diary management activities for the Executive Director
- Prepared travel arrangements for the Executive Leadership Team to International Conferences
- Performed high-level administrative support for the Executive Leadership Team
- Supervised junior administrative personnel

**Operations Assistant, Registration Unit/Quality Assurance Unit** ▪ June, 2007 – June, 2013

**The Accreditation Council of Trinidad and Tobago (ACTT)** ▪ #91-93 St. Vincent Street, Port of Spain

- Composed various correspondences to internal and external stakeholders concerning Unit affairs
- Arranged and assigned incoming submissions to the Quality Assurance/ Assessment Officers to ensure efficient work flow
- Prepared weekly and monthly reports on the status of registered institutions
- Assisted in compiling the reports sent to the line ministry
- Liaised with the external stakeholders to help them understand the registration process
- Performed logistical tasks and prepared budgets for all workshops hosted by the Unit
- ACTT's Student Outreach representative
- Secretary to Hosting and Transport Committee for Trinidad and Tobago's hosting of CANQATE Conference 2010

**Marketing Analyst (Trainee)** ▪ October, 2006 – February, 2007

**Caribbean Market Research Ltd.** ▪ 21A Marli St, Port of Spain

- Performed data entry of incoming survey responses
- Created and delivered reports on compiled data gained from market surveys with the use of MS Word and PowerPoint
- Transcribed recorded interviews and "focus group" sessions
- Participated in the training of Database/Survey Design

## EDUCATION

**The University of the West Indies**

Completion Date – July, 2014 ▪ **BSc. (Hons) in International Relations**

**Heriot-Watt University**

Awarded Date – November, 2011 ▪ **BA in Management**

**School of Business and Computer Science (SBCS)**

Completion Date – August, 2009 ▪ **Certificate in Certified Associate in Project Management – Intermediate Level**

**ROYTEC**

Completion Date - Jul 2004 ▪ **Certificate in Introduction to Business and Computer Technology**

- Learnt Microsoft Office 2000 (MS Access, MS Word, MS FrontPage, MS PowerPoint, MS Excel)

## AWARDS

- ACTT's Special Commendation Award 2012
- ACTT's Employee Choice Award 2010 (Support Staff)

## OTHER ACTIVITIES AND INTERESTS

- Participated in various cultural plays held by the Centre for Language Learning, UWI (2012 -2014)
- Possess interests in films, culinary arts and music