**Sherine Elliott-Hylton**

**Grenada Court, Cornwall Court**

**Montego-Bay, St. James**

**Jamaica W.I.**

**Tel#: (876) 403-7590 E-mail: sherrye17@yahoo.com**

**OBJECTIVE**

To effectively and efficiently execute my strong organizational and communication skills, educational background, and ability to work well with people thus leaving a positive impact on all I come in contact with.

**EDUCATION**

**Northern Caribbean University, Jamaica W.I.**

**Bachelor of Science, Management Studies –Human Resource Mgmt.** August 2012

Related Courses Include:

Principles of Management Business Communication Human Resource Management

Business and Economics Statistics Oral Communication Negotiation skills

**WORK EXPERIENCE**

**Tourism Concession Management Group September 2017- May 2018**

**Human Resource Assistant**

* Be the first point of contact for all HR related queries
* Assist with the recruiting of new employees – onboarding and off boarding
* Conduct training sessions for new employees
* Preparation of contracts and new employee files and packages
* Conduct employee evaluations
* Preparation of job letters, NHT letters etc.
* Prepare and submit work permit applications
* Ensure filing system is kept up to date
* Assist with conducting interviews
* Keep HR system up to date with employee information eg. banking information etc
* Printing and distribution of monthly pay slips
* Handling of office petty cash
* Other duties assigned by manager

**Daniels Communication** July 2017 – September 2017

***Learning Specialist (Contractual-Part time)***

* Deliver group and individual instruction and professional development courses
* Assist to develop training content to ensure learning goals are met
* Identify Learning needs by evaluating strengths and area of opportunity
* Prepare training outlines
* Create innovative materials for learning workbooks, handouts etc**.**
* Perform miscellaneous job-related duties as assigned

**e-Services –Xerox (Human Resource Department)** February 2015 – March 2017

***Human Resource Sr. Assistant***

* Efficiently handle incoming phone calls
* Preparing and distribution of job letters
* Complete job letters and employee verifications/ reference checks
* Conduct exit interviews and provide reports upon request
* Assist in health insurance enrollment ensuring all forms are correctly filled out for processing and distribution of health cards and life insurance upon receiving same
* Preparation of suspension and termination letters
* Assist in conducting investigations as it relates to disciplinary hearings which includes but not limited to - taking statements and doing follow up calls
* Preparing minutes for disciplinary hearing
* Conduct follow up investigation for employee who make complains to Global Compliance
* Assist with benefits
* Assist in keeping employees’ files up to date
* Preparing files for disciplinary hearing
* Preparing orders for office supplies etc.
* Providing excellent customer service
* Other duties assigned by Manager

**ACS- Xerox (Operational Support Shared Services Center)** May 2013- February 2015

***Administrative Assistant (Virtual)***

Handle all incoming request from assigned mangers and direct reports inclusive of but not limited to:

* Provide administrative support for six (6) international managers all Vice Presidents along with their direct reports
* Creation and approval of invoices
* Assisted with onboarding and off boarding
* Use of i-Procurements system to order office supplies and equipment
* Setting up of meetings, conference calls inclusive of ordering refreshments and ensuring all multimedia equipment is present and in working condition.
* Handle all travel arrangements for managers and their direct reports
* Create power point presentations for monthly and quarterly meetings
* Creating certificates awarded to employees of the month, for outstanding achievements etc.
* Preparing managers expense reports ensuring reports are up to date
* Assist with the training and induction of new hires
* Maintain accurate records of escalation logs and staff attendance- inclusive of noting sick days, vacation days etc. in addition to supplying weekly and monthly reports
* Providing excellent customer service
* Use of various systems designed for specific purposes for eg. onboarding and for the purchasing of electronic devices for management.
* Other duties assigned by supervisor

**May Day High School** July 2010 to May 2013

***Clerical Assistant***

* Providing excellent customer service
* Manage day-to-day operation of busy school office. Efficiently handle all incoming phone calls and provide visitors with requested information.
* Responsible for all major photocopying inclusive of organizing and supplying on time all midterm and end of year examination papers for all forms 1-5
* Faxing, typing of letters, transcripts, recommendations etc.
* Keep students file updated
* Writing of purchase orders and receipts
* Other duties given by supervisor

**Electoral Office of Jamaica** December 2011

***Presiding Officer***

* Oversea the effective running of polling station

**Northern Caribbean University** August 2003 to May 2009

***Library Aide***

* Provide visitors with information regarding the use of the library and its facilities
* Assist students with the use of books and online system for research etc.

**VOLUNTEER WORK**

**May Day High School** December 2009 to February 2010

***Computer Tech Assistant***

* Learned new software application during the computer system upgrade. Assisted other staff members in accessing the system and the entering of students’ data and grades.

**Canada Youth Challenge**

***Student Literature Evangelist***

* Going door-to-door sharing Christian literature 2005-2008

**AWARDS**

* Employee of the month (ACS-Xerox- Admin competency Center ) 2014
* Employee of the month (ACS-Xerox- Admin competency Center) 2013
* 1st speaker (Business and Secretarial Student‘s Ass.) 2007-2008

Debating Team (Northern Caribbean University)

* Most outstanding Library Student Worker 2004

**SKILLS AND COM PETENCE**

1. Proficient in Microsoft Office suite

2. Able to work under pressure

3. Excellent customer relations skill

4. Excellent oral and written Communication

5. Very detailed and organized

6. Excellent time management skills

7. Strong Negotiation Skills

8. Very creative in coming up with new ideas and designs for any task at hand

**REFERRENCES**: 1.Ms. Felecia Robinson

Montego-Bay, St. James

Cell: 889-9271

2. Mrs. Judith Forbes

125 Manchester Road

Mandeville

Work: 962-2284 Cell: 490-1572