

1-868-789-5555

stacykhudson@gmail.com

STACY HUDSON

COVER LETTER

To Whom it May Concern,

In today's service-oriented society, quality, forthcoming, proactive timely service, is sought to enhance future business growth. My long-term experience in the customer service industry has taught me how to meet and exceed consumers' expectations with service that sells! I have assisted all types of customers in every type of situation. In this capacity, I play an active role in acquiring and maintaining steadfast, repeat business because it is of the utmost importance for any company.

My skill set is the perfect match for the job requirements. I functioned in Corporate Copyright Compliance, Procurement, Finance, Project Management and Customer Service, thereby attaining excellent communication, negotiation, technical and professional skills. Listening and interpersonal deftness are qualities that I have also attained to resolve problems yet remaining courteous and patient consistently. I characterize myself as a problem solver, an inspiring team player, exceedingly resourceful, analytical and vigorous.

I am driven to work with a company to improve its image and make a positive impact. Consequently, my commitment to making an optimistic contribution to your business remains my constant goal. Thus, I am interested in expanding my professional horizons by seeking new challenges. Much of my knowledge is transferable and an opportunity to develop and enhance my business acumen will be valued.

My past experiences have given me the necessary skills to complete the position's duties. Given the chance, I am confident that my proficiency and personal disposition would be an asset. In me, you will discover a reliable, detailed, deadline oriented and an extremely hard working, dedicated associate. I am immensely polite, yet assertive and firm. I am self-driven and can be relied upon to make a sincere commitment to meet the company's needs at the highest level, every time.

This is a brief account of my competencies. To further acquaint you with the specifics of my background, my résumé is enclosed. I would welcome the opportunity to participate in a personal interview to discuss my aptitude, professionalism and enthusiasm. I am looking forward to this venture. Thank you for your time and consideration.

Kind regards,

Ms. Stacy Hudson



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Realspring, Valsayn, Trinidad.

STACY HUDSON

EDUCATION

Providence Girls Catholic - CXC O'Level

5th Sept 1988 – July 2nd 1993

English - 2

Mathematics - 3

Principle of Business - 2

Principle of Accounts - 2

Typing – 2

Daniell's College of Excellence –

Oxford

20th September 1993 – 1st July 1994

Computer Science – C

Economics – C

South East Port of Spain – GCE A'Level

8th September 1994 - July 6th 1995

General Paper - B

Management of Business – C

Economics – C

PERSONALITY QUALITIES

- ❖ **Adaptability** — Can quickly acclimate to different environments, new processes and technologies.
- ❖ **Creativity** — Offer novel solutions, challenge the status quo, with the infusion of fresh ideas and new approaches to old problems.
- ❖ **Attention to detail** — Exemplify diligence and conscientiousness as mistakes are critical to businesses.
- ❖ **Persistent** — Accomplish tasks, meeting deadlines despite seemingly insurmountable obstacles.
- ❖ **Positivity** — Approach difficulties with a can-do attitude, resilience and determination
- ❖ **Empathy** — Recognize emotions of others is critical to effectively engage with staff level employees, senior leadership and customers.

PROFESSIONAL SUMMARY

As an analytical, process-driven professional with extensive experience, I am recognized for innovative problem-solving skills. By endorsing and implementing strategies to upsurge customer satisfaction, I am keen on expanding my professional horizons by seeking new challenges in a progressive company where creativity can be utilized to achieve organizational objectives.

EXPERIENCE

CORPORATE COMPLIANCE OFFICER

September 2019 – February 2020

The Trinidad and Tobago Copyright Organisation

- Ensured all business transactions met relevant government and industry-specific laws and regulations. Educated/notified scores of business proprietors/decision makers and other necessary personnel on conforming with the Copyright Act, policies and procedures, thereby maintaining legal and ethical integrity. Assisted in conducting training sessions to collaborate with the TTPS on regulatory and compliance requirements. Established pipelines. Documented & managed compliance breaches.
- Facilitated the protection and compliance of Intellectual Property rights for Organization's members. Investigated and took action of infringement. Audit processes. Interfaced with compliance team, to communicate, coordinate and resolve issues. Engaged in competitive analysis and special projects of an ad hoc nature.

PURCHASING MANAGER

February 2019- April 2019

Diana Candy Co Ltd.

- Drafted negotiation strategies and closing deals with optimal terms. Tracked key functional metrics to reduce expenses and improve effectiveness. Identified market trends. Performed cost and scenario analysis and benchmarking. Managed supplier relations, negotiated contracts, prices, timelines. Recommended purchasing guidelines. Allocated tasks, managed and coordinated staff engaged in procurement of stock, evaluating inventory and sales. Maintained appropriate records. Ensured all goods and services were acquired while maintaining purchasing transparency principles. Sourced quality materials, goods and equipment. Followed up on delivery schedules, ensured cost effectiveness, timely delivery, adequate inventory levels, maximum plant uptime.

PROJECT MANAGER

November 2018- August 2019

Noontide Service Cooperation (Canada)

- Sourced, managed, devised budget, coordinated and followed up with contractors by executing, planning, took control of numerous projects from initiation to culmination. Negotiated and executed contracts with multiple vendors. Measure projects performance.

CERTIFICATIONS

October 2018 - **Delegation Skills**
 August 2018 - **Supervising with Confidence**
 July 2018 - **Presentation Skills**
 May 2018 - **Creating & Keeping Customers**
 January 2018 - **Transforming Customer Experience**
 September 2011 - **Purchasing 101**
 September 2010 - **Enterprise Sales Expert**
 August 2010 - **Retail Sales Expert**
 June 2009 - **Business Administration (LCCI)**
 January 2009 - **Train the Trainer**
 January 2009 - **Device Hardware Course**
 December 2008 - **Enterprise Security Course**
 December 2008 - **Enterprise Solutions**
 November 2008 - **Mid Market Sales Associate**
 September 2008 - **Media Sync**
 October 2008 - **Mobile Device Technician**
 August 2008 - **Mobile Support Associate T2**
 July 2008 - **Mobile Support Associate T1**
 Nov 2007 - **Principles & Practice of Mgmt (LCCI)**
 June 2008 - **Marketing (LCCI)**
 June 2007 - **Public Relations & Events Management**
 June 2003 - **Flight Attendant & Tourism Geography**
 June 2000 - **Financial Accounting**
 May 1999 - **Computer Technician**

INTERESTS

- ❖ CUSTOMER SERVICE MENTORING
- ❖ ETHNOBOTANY, PHYTONUTRIENTS & ETHEREAL OILS RESEARCH
- ❖ EVENTS MANAGEMENT
- ❖ CREATIVE THINKING
- ❖ TEAM BUILDING FACILITATION
- ❖ HEALTHCARE & FITNESS / SPORTS – Tennis, Swimming, Hashing (HHH), Badminton, Aerobics
- ❖ AVIATION (Private Pilot)
- ❖ TOPOGRAPHY RESEARCH
- ❖ CHALLENGING WORD GAMES
- ❖ COMMUNITY SERVICE {Volunteerism - ALTA, Moms for Literacy, Blind Welfare Association}

EXPERIENCE (con't)

PROJECT MANAGER

November 2018- August 2019

Noontide Service Cooperation (Canada)

- Assigned tasks, set deadlines, provided necessary resources and communicated regularly with team and company's decision makers
- Offered full support by delivering every project on time thus effected the highest level of customer service, maintaining long-term client relationships. Assisted clients in resolving complex issues, rendered solutions. Formulated methods for properly supporting final deliverable (projects maintenance). Navigated quandaries.

AG. SUPERVISOR / SENIOR BUYER (Procurement Officer)

3rd Feb 2011-31st Oct 2018

Telecommunication Services of Trinidad & Tobago

- Administered the evaluation process. Prepared tender documents
- Managed the prequalification of vendors. Validated and approved requisitions to ensure all necessary documents were provided.
- Revised contracts, quotations, invoices, waivers, vendor additions & other necessary supporting documentation validity for accuracy and its compliance according to regulations, procedures & policies.
- Approved bid proposals.
- Resolved queries, modified errors notified relevant departments of discrepancies. Provided guidance to internal customers. Negotiated terms of payment with foreign suppliers. Attended tender openings and evaluation meetings representing the company's Supply Chain Department. Sourced, appraised and interviewed potential suppliers prior to contract negotiation based on company's requirements. Sustained positive supplier relations.
- Performed risk assessments on potential contracts. Prepared letters of instruction for procuring; prepared local rush orders as required, negotiated prices, reviewed/approved supplier quotations, invited tenders for filling specific orders. Processed, created and maintained database of purchase orders, verified the accuracy of data within stipulated guidelines entered on the system by checking printouts against source documents. Devised fruitful sourcing strategies.
- Actioned & identified key metrics. Researched prices, products, suppliers, evaluated inventory & future order scheduling. Scheduled/monitored the delivery status of goods in transit, took necessary follow up action to hasten delivery if required. Interacted frequently with Logistics, verified quantity & quality of incoming shipments. Notified freight forwarders of goods for shipment. Executed stock replenishment. Optimized inventory, identified excess, dormant and obsolete goods. Appointed as Supply Chain Department Safety Warden.

PROFESSIONAL SKILLS

- ❖ Project Management
- ❖ Intellectual Property Rights
- ❖ Logistics
- ❖ Communication
- ❖ Cost Assessment
- ❖ Critical Thinking
- ❖ Conflict Resolution
- ❖ Forecasting
- ❖ Decision Making

TECHNICAL SKILLS

- ❖ **Office suite** (Word, Visio, Powerpoint, Power Bi, Sway, Advanced Excel, Project)
- ❖ **Enterprise systems** (Payment Processing, Automated Billing Systems, Customer Relationship Management {Oracle, Netsuite}, Business Continuity Planning)
- ❖ **Quickbooks** (Invoicing, Expense tracking, Accounts Payable, Employee Time Tracking, Cash Flow Management)

REFERENCES

Mr. Fabian Brisbane

Police Constable

Trinidad and Tobago Police Service

PHONE: +1 (868) 736- 5420

EMAIL: fbrisbane@gmail.com

Mr. Matthew Ransome

Revenue Assurance Analyst

Telecommunication Services of Trinidad and Tobago

PHONE: +1 (868) 689-8340

EMAIL: msransom@tstt.co.tt

Mr. Adrian Bishop

Treasury & Processing Support Officer

JMMB

PHONE: +1 (868) 774-9303

EMAIL : adrian_bishop@jmb.com

EXPERIENCE (cont.)

FINANCIAL ANALYST / ACCOUNTS/BILLING CLERK

2nd March 2006 – 3rd December 2010

Telecommunication Services of Trinidad & Tobago

- Authorised and developed automated reporting and forecasting tools. Identified and initiated process improvements. Navigated, verified, made relevant amendments on Mobile billing system (CRM), generated new Key Codes & General Ledger Adjustment Codes.
- Recommended actions, proposed changes by interpreting and analysing data, made comparative analyses. Monitored variances. Assured availability of timely & well presented P&L statements and Balance Sheets. Managed Trial Balance, General Ledger and Journal Entry Reports. Prepared roaming reconciliation verification and settlement. Created journals via Finance software (Oracle) Analysed current & past fiscal data & account reconciliations promptly, Identified trends; Developed pecuniary models; Consulted with management team; Suggested budgets; Delivered financial forecasts.
- Prepared financial and variance reports. Evaluated current & financial historical data; researched trends. Spearheaded Return mail project. Streamlined method of bill delivery, landline & mobile accounts & backlog of non-billable calls. Created and verified billing reports for ignored and rejected calls,; suspense bills; Updated exchange polling reports and master control audit. Entered direct dialed calls data for entry on Landline Billing System. Investigate & report inconsistencies.

PRINCIPAL OFFICER / SENIOR CUSTOMER SERVICE REPRESENTATIVE

23rd Sept 1996 - 2nd Feb 2011

Telecommunication Services of Trinidad & Tobago

- Facilitated various Customer Service Training in Product Knowledge; Quality Focus; Problem Solving; Communication; Customised Training; Teambuilding facilitator; Market Knowledge; Documentation Skills; Resolving Conflict; Analyzing Information; Effective multi-tasking. Prepared product & service reports; Researched & analyzed customer needs, recommended strategies and potential products & services to management by collecting customer data to improve customer growth and satisfaction; Initiated drive to assist particularly the elderly, the disabled & customers in remote areas with queries & mobile issues.
- Monitored Service Representatives conversations with customers. Handled irate calls and customer complaints transferred from the Service Representatives. Conduct weekly team meetings providing necessary updates, ensure KPIs were on target, access performance, Schedule CSRs rosters. Contacted customers to negotiate repayment of debts and payment plans, ensuring complete resolution of accounts. Recommended, wrote script for Bmobile Web Chat service. Provided technical support by demonstrating swift resolution to customer complaints, ultimately repairing trust and winning loyalty. Responded to incoming calls, handled customer queries, activated new accounts, facilitated, verified credit card payments, upsell and cross-sell products and services, coordinated problem solving in various Call Centre sections namely Mobile, Residential and Business Services, (including High Speed Internet Access) Operator Services (this consisted of Repair Services, Overseas Assistance, Directory Assistance.