

# SHERIEDA BRISSETT

KINGSTON , JAMAICA

## PROFILE

Logical Account Manager offering over 6 years of expertise in building partnerships, retaining key accounts and enhancing profit channels. Strong leader with proficiency in growing professional network and influencing decision-makers.

## CONTACT INFO

☎ (876) 831-1694  
✉ brissettsherieda@gmail.com

## SKILLS

- 📁 Adaptability
- 📁 Collaboration
- 📁 Time Management
- 📁 Planning and Organization
- 📁 Problem Solving
- 📁 Strategic Thinking
- 📁 Interpersonal Communication

## REFERENCES

Ms. Newtowneisha Frater  
☎ (876) 387-8770  
✉ newtoneisha@gmail.com

Dr. Howard Harvey  
Career Development Officer  
☎ (876) 377-1023  
✉ howardharveyamat@gmail.com

Mr. Edmond McLean  
Senior Economist  
☎ (876) 884-8080  
✉ edmond.mclean@boj.org.jm

Mr. Tyrese Cruise  
Chief Executive Officer  
☎ (954) 522-4111  
✉ Ceo@monarchfinancial.biz

## PROFESSIONAL EXPERIENCE

Concentrix Corporation - Microsoft  
August 2018 - January 2020

### TEAM LEADER - OPERATIONS III

- Human Resources
- Staff Scheduling and Supervision
- Coaching, Motivation, and Morale-Building
- Prioritization and Delegation
- Introduce Process Improvements
- Payroll Management
- Direct and supervise team of 43 Partner Specialists
- Client Engagements such as:
  - Weekly Business Review
  - Monthly Business Review
- Oversee and drive contractual workforce performance by monitoring metrics

KPMG – Jamaica Extended Support Services (JESS)  
August 2017 - April 2018

### MANAGE PREMIER INTERNATIONAL ACCOUNTS

- American International Group (AIG)
  - Bank Of America (BOA)
  - MetLife
  - US Bank
  - General Motors
  - Capital One
  - City of New York
  - Microsoft
  - Mylan
  - State Street
- Lead Point of Contact for any and all matters specific to my accounts.
  - Participate in various aspects of business activities including reporting, e-billing, procurement, onboarding management, and pipeline and financial reporting.
  - Manage the creation and delivery of account communications at the direction of Global Leads to support knowledge sharing and monitoring of activities on a global basis.
  - Review, analyze, and track relevant relationship metrics to make certain account objectives are met and initiate steps to track activity with appropriate Global Lead.
  - Develop trusted advisor relationships with key accounts, customer stakeholders and executive sponsors.

## THE AMERICAN INSTITUTE OF MANAGEMENT SCIENCE INC (AIM-USA)

March 2016 - February 2017

### ASSOCIATE DIRECTOR OF MARKETING AND RECRUITMENT

- Supervision of twenty-six (26) marketing, recruitment and admission staff.
- Design and implement comprehensive marketing strategies to create awareness of the company's business activities.
- Supervise the department and provide guidance and feedback to other marketing professionals
- Produce ideas for promotional events or activities and organize them efficiently
- Control budgets and allocate resources amongst projects.
- Represent the organization to external parties such as media, stakeholders and potential clients and build strategic partnerships.

## INTERNATIONAL UNIVERSITY OF THE CARIBBEAN (IUC)

April 2014 - March 2016

### ASSISTANT MANAGER OF MARKETING AND RECRUITMENT

Student Advisor

Social Media Marketing Officer

Recruitment Trainer

#### Programmes Manager:

- Media & Communication, Primary Education , Guidance and Counseling ,Media Techniques, Information Technology
- System Support/Software Developers and Telecommunication Systems.
- Accomplishes marketing and sales objectives by planning, developing, implementing, and evaluating advertising, merchandising, and trade promotion programs; developing field sales action plans.  
Identifies marketing opportunities by identifying consumer requirements; defining market, competitor's share, and
- competitor's strengths and weaknesses; forecasting projected business; establishing targeted market share.
- Improves product marketability and profitability by researching, identifying, and capitalizing on market opportunities;
- improving product packaging; coordinating new product development

September 2011 - September 2013

### COMMUNICATIONS ASSISTANT- CENTRE FOR COMMUNICATION AND STUDENT SERVICES

- Administrative Assistant
- Marketing
- Recruitment and Enrollment
- Public Relations/Promotions

## SUTHERLAND GLOBAL SERVICES

October 2013 - March 2014

### CUSTOMER SERVICE CONSULTANT

- Analyze customer service requirement and inform of all available services.
- Administer all customer orders, provide appropriate consultation to customer for various products and services and place order accordingly.
- Manage all customer issues and resolve all complaints effectively.
- Manage all customer inquiries through phone calls and emails and ensure appropriate assistance in compliance with company policies and procedures.

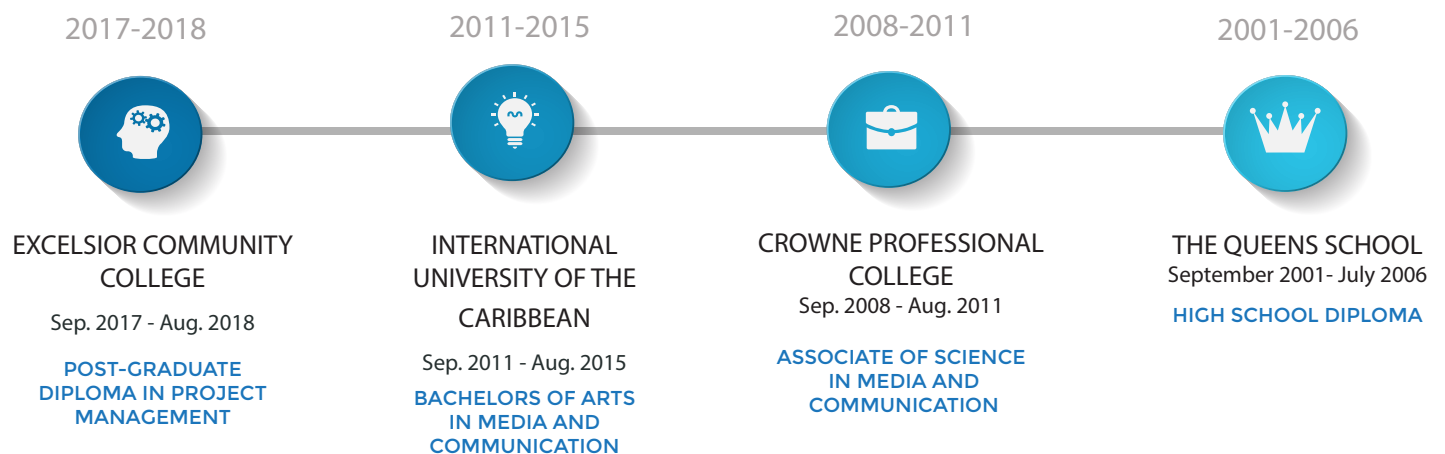
## VOLUNTOURISM

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- July 2015 - December 2017  
Member of the Media Compliance Committee - Broadcasting Commission of Jamaica (BCJ)
- June 2014 - October 2015  
Member of the Graduation Committee Student Body Representative
- November 2013 - July 2015  
Administrative Manager/Media/Marketing Specialist The Duhaney Park Pitbulls Basketball Club
- February - August 2014  
Public Relations/Marketing/Media Relations Lead National Conference on Educational Leadership and Management
- 2007 - 2011  
Pathfinder Teacher – Adventurers, Friends, Companion

## EDUCATION

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## PROFESSIONAL DEVELOPMENTS

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| May - July 2015<br>UWI Open Campus South Camp Road<br>Certificate in Web Page Design (Distinction) | October - December 2012<br>HEART Garmex Academy<br>Certificate in Events Management |
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