

## EDUCATION

November 2009 – July 2010	Mandeville Craft Institute Mandeville, Jamaica Front Office Level 1	Certification
March – December 2000	Coconut Creek Training Institute Florida, USA Website Design HTML and MS FrontPage	Certification
November – December 1997	Radio Shack Corp Florida (on the job training) Microsoft Software Application (QuickBooks)	Certification
January 1992 – June 1993	Waltham Forest College London Word Processing Word Perfect	Certification
January 1984 – June 1986	Denby Secondary School Jamaica Mathematics – Grade 3, English – Grade 3, Home Economics – Grade 3 Positions held: President of senior year Prefect of grade 10 Captain of Netball Team	S.S.Certification

## COMPUTER LITERACY

Extensive working knowledge of the following:

MS Word	Word Perfect 7.1	Internet Explorer	Website Design w/ HTML
MS Excel	Quick Books	Windows '00 Software	MS FrontPage
MS Access	Power Point	Google Docs	Outlook

## EMPLOYMENT

Myaa (Video Marketplace)      January 4<sup>th</sup> 2016 – present      General Manager / Recruiter

The company has changes its product and is now producing explainer videos. Here I doubled as the recruiter and Pre-Production Onboarding Manager and some functions of payroll relating to schedules and funds allocation

My duties as a recruiter:

- Full cycle international recruiting for the entire company in many categories onboarding over 30 additional staff within 4 months – all departments would furnish a request for additional staffing Office Managers / Administrators, Writers, Animators, Sales Reps, Lead Generators, Marketers, IT Techs, HR Staff also live footage crew Photographers, and Camera Operators then I would convene meetings to gather specification.
- This information helps me to compose a specific job description relating to the position needed.
- Post Advertisements on various job channels locally across the United States, Canada, and the Philippines
- From the list of applicants I would review their resumes and shortlist for interviewing
- Conduct one on one Interviews through skype
- Administer testing and review work portfolio
- Conduct second interview with department heads
- Hire and onboard
- Initiate new hires on job requirement and be the main point of contact during the transitioning period

Duties as Onboard Manager:

- When a new sale is made the sales department would send me the receipt and order proposal
- I would contact client to verify their contact details, convey company protocol necessary to the production of each video and establish a working relationship acting as their main point of contact for the onboarding process
- Email clients company welcome package and supply them the relevant forms for completion

- Daily communication with clients via various medium phone, skype, email, to move the process into each stage step by step
- Request and collect all necessary items required for the video project and make ready for the production process
- Setup and convene creative meetings with client and production team when project is ready to start production
- Cover customer relations during production by responding to their queries with status update and addressing any concern with department heads

**Myaa International** April 2014- June 2015 HR Director

In addition to the online recruiting I doubled as the director in all matters concerning the daily function of the company regarding human resources and clients services

**Myaa International** December 3<sup>rd</sup> 2012 – Nov 2014 Online Recruiter

Here I am the Recruiter for the USA, Canada and UK Market, solely responsible full cycle sourcing of up to 200 hundred candidates at any given time, who are fluent in native language English, and are qualified with years of experience in their respective skill set.

My duties are to:

- Advertise / promote company's available positions using established platforms and
- Actively peruse, seek out, candidates who are virtual workers or who are searching for work at home possibilities
- Peruse and join all available organization, forums who host a database or is linked with job seeking candidates,
- Employ a hands-on approach with the candidates from beginning to close.
- Be accessible them as their main point of contact and company liaison - this is very crucial to securing and keeping the interest of the candidates at the initial first stage.
- Promote company visibility – showing a professional corporate image on social media etc.
- Meet with department heads to discuss their needs and objectives
- Shortlist –peruse resumes to select candidates with requisite skills and work equipment
- Interview – analyze candidates and their portfolio, whilst promoting company and product to give candidates a better understanding in order to secure the right candidate for each position.
- Hire – close candidates for training

**PlushMaid Cleaning Services** February 2011 – present Client/Service Manager

I was in charge of acquiring and maintaining new commercial accounts which included:

- Research and find my own leads
- Cold calling leads with company promotions to acquire new business
- Following up with call backs and email company product information
- Schedule walk through for job assessment and quotation, then provide work estimate
- Negotiate final cost and approve work contract with client
- Arrange payment terms and follow up with calls to ensure timely payment
- Attend to customers complaints, relating to satisfaction of work done and recommend resolution with cleaning team
- Attend to customer phone calls, web messages and emails enquiries for service and pricing
- Advertise for job openings, peruse resumes and shortlist candidate for interviewing
- Maintain the company's website job and promotional pages

**September Homes Real Estate** May 07 – October 09 Director of Administration/Marketing

Attend to the daily operation of the company, maintain staffing, payroll, accounts payable and receivable. Follow-up with projects to be completed and attend to customers phone calls with regards to real estate needs.

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- Marketing and sales of our products was my primary function with the sales team
  - Attend sales seminars with handout information and promotional give-away items
  - Design company advertisements for press and follow-up to printing accuracy
  - Monitor advertising feedback, paying close attention to clients needs with broker and property owner
  - Arrange meeting with broker and potential clients to discuss properties availability and cost
  - Solicit new business by seeking out the property owners/managers in person, through their newspaper advertising, and personal notices and encourage them to use our service
  - Work closely with clients, lawyers, and government offices to enable a timely sales transaction, while working with clients on our rental properties.
  - Collaborate with sales team to promote on site sales events and produce hand out materials with detailed property information

- Gather and maintain our authorized property list and make information ready for the website update
- Compile a data base of property pictures in a presentation for potential customers to view virtually
- Seek out and register to the financial institute's panel of realtors in order to be referred to their clients who need a real estate agent
- Actively communicate with Banks' Mortgage Departments and the Bankruptcy Company to gain access their monthly list of available properties
- Co-broke with selective brokers in order to have other properties available to more customers

**Bank of America Staffing USA**                      June 04 – November 04                      Staffing Coordinator

Work closely with a team of 5 other coordinators covering Florida Region to recruit people for all the banks.

- Download and peruse completed job applications and resumes from candidates which was submitted to company websites, then contact shortlisted candidate and schedule them for interview
- Receive candidate, inform them of positions available/background, re-requisite, and administer pre-interview testing, collect completed forms and sent to be scored
- Conduct the hiring process to selected candidates and place them at desired work location

**Citrix Systems (Sales) USA**                      November 02 – June 03                      Licenses Specialist

As a license Specialist I was in-charge of authorizing and processing the online Easy Licensing contracts. This type of contract is for business customers who meet Citrix's requirements, they may then complete an online contract to purchase and use the Citrix meta frame products. Overall license purchase orders to ensure the end user has adhere to the contract agreement, verify this information in our system; check customers website then phone customer to validate its accuracy and attend to the daily fluency

**AutoNation Inc. USA**                      June 01 – February 02                      Treasurer Administrative Assistant

I would communicate for the Vice President and Treasurer, organize, manage, and disseminate information and serves as the primary contact for Treasury relationship matters including:

- Commercial, Investment banks, Rating Agencies and Financing arms
- Dealership Acquisition and Officers payroll tracking
- Workers Compensation Claims and Payout
- Simultaneously manage and execute a wide range of activities and requests following company procedure

**RadioShack Tandy Corp**                      Promoted July 1999 – May 2001                      Regional Sales Administrator (RSA)

I communicate for the South East Region, the home office for 430 retail stores covering South Florida, and as the representative contact to vendors and account executives along with the Regional Manager, also actively supervising matters that are related to the region and follow-up with reports to HQ's Divisional Vice President:

- Prioritizing time sensitive and highly confidential materials
- Meet with District Sales Managers and Sales Administrators to resolve customer service issues
- Confidentially consult with staff to resolve conflicts and personal issues that are affecting performance; adhering to the company's open door policy.
- Carry out transitional training for newly hired Sales Administrators and also train existing administrators on updated company information and changing procedures that affected the region of 13 districts.
- Coordinate the region's monthly, quarterly, bi-annual and annual meetings;
- Maintain office fluency by overseeing to the daily operations of the regional office with priority given to time sensitive materials. The regional office housed 4 of our leading district offices and these districts are used as an example in the training process for the correct administrative procedure required by HQ for all other districts.
- Corporate interfacing is working closely with district sales/store managers and sales administrators to implement store structural changes, staff personal improvement (company certification) and product training, initiated by HQ in an effort to improve productivity.
- To keep the region abreast with HQ, effective and timely communication is paramount; this means I had to convene and host telephone and web conferences
- Customer service relation was top priority, majority of the issues had to be resolved at the regional level

**RadioShack Tandy Corp**                      Promoted April 1999 - July 1999                      District Sales Administrator (Level III)

I was promoted to DSA level III, after 2 years of employment at entry level due to my performance and qualifications. In addition to my existing duties as level 1 DSA my main function was to under take administrative transitional training for all new hire district sales administrators, and also train existing administrator on updated company information and changing procedures.

**RadioShack Tandy Corp**

*July 1997 – April 1999*

*District Sales Administrator*

*As a district sales administrator I worked closely with the district manager covering all aspects relating to the 30 retail stores that constitute one district location in Broward area.*

- *Customer Service Relation:*
- *Human Resources Functions:*
- *Company Training:*
- *Daily Operations*

**REFERENCE**

<p><i>Michael Sinclair</i>  <u><i>Myaa International</i></u>  <i>Las Vegas, Nevada</i>  <i>Cell (702)2906857</i></p>	<p><i>Jay Pinkerton</i>  <u><i>Pinkerton Sales, Inc.</i></u>  <i>11531 Chairman Dr, Suite 108</i>  <i>Dallas, TX 75243</i>  <i>972-783-0042</i>  <i>972-590-8663</i></p>
<p><i>Fairbourne Maxwell</i>  <u><i>September Homes Real Estate</i></u>  <i>2 Main Street, Leaders Plaza</i>  <i>Mandeville</i>  <i>Cell: (1876) 417 0280</i></p>	<p><i>Recruiter</i>  <u><i>Adecco Employment Services</i></u>  <i>851 E Commercial Blvd, Oakland Park</i>  <i>Office: (954) 351-1550</i></p>