

## **Ms. Reinelle Mervyn**

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*Reinelle Mervyn is a highly motivated individual who possesses work competencies and experience in recruitment, data-analysis, security and risk assessment. She is a competitive team player with a positive attitude who can efficiently function in challenging environments, to the benefit of all stakeholders.*

### **HIGHLIGHTS**

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- Results oriented while effecting massive positive change in a wide range of challenging situations.
- Skilled in recruiting, training, Data analysis, risk and security assessments and motivating teams.
- Capable of attaining performance objectives.
- Able to manage multiple projects simultaneously while meeting strict deadlines.
- Demonstrated ability to troubleshoot business problems and implementing creative, highly effective solutions.
- Highly motivated, confident, detail oriented, patient, disciplined, excellent organizational, interpersonal, oral and communication skills.

### **PROFESSIONAL EXPERIENCE**

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#### **Amalgamated Security Services Limited Investigations Technical Assistant**

**Trinidad, WI  
November 2013 – Present**

- Assigns subordinate staff to investigate reports of incident at client locations
- Ensures that all resources required for Disciplinary Tribunal hearings and conduct hearings are in accordance with legal rulings and legislation
- Liaises with customers as identified by management and assess risk factors where necessary.
- Tracking and collating Crime Statistics (Private Security Incidents vs. Trinidad and Tobago Police Service (TPPS))
- Update all databases including Background Database, Separation Database, in a timely basis; use various software applications, such as spreadsheets, statistical packages, and graphics packages to assemble, manipulate and/or format data and/or reports.
- Support the department's quality thrust by providing accurate data representing statistics that impact on quality assurance.
- Analyzing and interpreting data to identify patterns and solutions, including surveys
- Coordinate the collection and preparation of financial reports, proposal, quotations and contracts and maintain hard copy and electronic filing system including invoices for jobs.
- Producing and Presenting Reports including tables and graphs, Video and Informative Presentations by transcribing, formatting, editing, retrieving and copying, text, data and graphics.
- Select the requisite training procedure/ methods for training delivery
- Administer training registration and training logistics
- Conduct Risk Assessments, Security Assessments and make recommendations for Business Continuity
- Monitor collection of returned Company issued uniforms
- Review, prepare and distribute training programs, including outline, text, handouts and tests relating to the Investigation Training Program
- Recommend improvement to the overall management and effectiveness of activities within the department

**Amalgamated Security Services Limited**  
**Recruitment Officer**

**Trinidad, WI**  
**June 2013 – November 2013**

- Implementing recruitment methods and approaches
- Creating budgets to support recruiting activities
- Creating Monthly Event Calendars
- Researching new trends and changes in recruiting and sourcing to improve recruitment techniques
- Utilizing multiple and varied recruiting activities including: cold calling, social networking, contacts listings, networking at job fairs and in the industry, company and/ or community events, recruitment drives, community canvassing and advertising to obtain potential recruits
- Screening and interviewing of prospective recruits
- Supporting recruitment drives and initiatives designed to meet specific manpower requirements
- Mentoring recruits during the training process
- Maintaining business alliances, associations and a network of contracts to assist with identifying and sourcing potential employees
- Collating and presenting activity and performance reports
- Maintaining accurate records of expenditure and quantities recruited on a weekly and monthly basis
- Creating Publications and Advertisement for the Recruitment Department i.e.: Newspaper and Billboard Advertisements, Flyer and Brochures
- Negotiating with Advertising Agencies and Media Houses

**Information Support Services Limited: CarSearch Limited**  
**Area Manager/ Quality Performance Officer**

**Trinidad, WI**  
**July 2011 – June 2013**

- Managing the work activities of professional and technical staff.
- Determining staffing needs and staff scheduling
- Inventory Control and Just-In-Time management
- Ensuring the prompt completion and transmission of all required paperwork, reports, etc., (i.e. Time Card Summary Sheet, Daily Cash Report, Monthly Inventory and Petty Cash Reports etc).
- Encouraging teamwork, the building of staff morale, and the resolution of conflict through staff meetings and daily communication.
- Management and verification of all Company Procedures
- Creation of Manuals, Implementation of new Procedures and Streamlining of existing Procedures
- Management of all Premium Customer Accounts
- Account payables and receivables in line with the department's Collections and Credit Control procedures

**Medgar Evers College, CUNY**  
**Assistant to the Coordinator of Recruitment/ Recruitment Office Manager**

**Brooklyn, NY**  
**August 2005–June 2010**

- Project management assistance to counselors/ recruiters
- Updated and entered data collected by university recruiters
- Accompanied recruiters on in-house and off campus events
- Assisted students at the front office with admissions procedures
- Updated the university recruitment events calendar
- Planned & Coordinated campus events i.e. Open House for each semester
- Trained new staff on admissions and recruitment procedures
- Conducted negotiations with vendors, establishing synergistic, highly profitable relationships

- Created Publications for the Office of Admissions & Recruitment i.e.: Newsletters, Flyers and brochures
- Creation of Surveys, Collation of data and analysis of findings
- Updated the Veteran Affairs Department and the Office of Admissions & Recruitment Facebook Pages
- Event Management - Schedule business tours/functions/meetings and campus visits
- Manage and direct all domestic and international Marketing projects.
- Develop and implement creative, highly successful marketing strategies.
- Perform comprehensive market analysis and forecasting demands
- Coordinate all human resource activities, including recruitment and staff allocation.
- Delivered dynamic, engaging presentations to large audiences at public speaking engagements.
- Coached, trained and mentored Marketing Team Members to deliver outstanding personal performance.
- Developed and nurtured excellent relationships with key High Schools. This established trust and rapport, and allowed us to rebuild former relationships as well as establish a new, lucrative client base.
- Performed extensive competitive analysis to identifying rival strategies; initiated counter-strategies and programs to surpass our competitors. This resulted in sustained in-take growth and increased market share.

**Information Support Services Limited: CarSearch**  
**Manager of the MIS Department/ Project Assistant**

**Trinidad, WI**  
**May 2002 – July 2005**

- Managed and verified all data collected by the Engineering Department, the Surveillance Department and the Business Units on system database
- Trained & Supervised a staff of ten (10) employees in the Data Entry Department on day and night shifts
- Problem- Solving and Decision making with all related IT issues.
- Responsible for all new IT projects and implementation
- Responsible for the filing system
- Checked, updated and resolved customer account issues.

## **EDUCATION**

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**ASIS International**

- Professional Certified Investigator (PCI) Certification
- Physical Security Professional (PSP) Certification

**Trinidad, WI**  
 July 2015  
 November 2017

**Medgar Evers College, CUNY**

- Bachelor of Science in Business with a concentration in Marketing (BSc)

**Brooklyn, NY**  
 June 2010

**Medgar Evers College, CUNY**

- Certificate in Event Planning & Management

**Brooklyn, NY**  
 October 2009

## **TECHNICAL COMPETENCIES**

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- **Computer Literacy:**  
 Microsoft Windows Environment and Microsoft Office Suite, Web-enabled Technology and Social Media
- Strong Oral and Communication Skills.
- Strong interpersonal skills.
- Understands the hierarchy of Organizational Management.