

ROSALIND LISA RAMSAWAK

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PROFESSIONAL SUMMARY

A highly self-motivated, results oriented professional with exceptional leadership, organizational and communication skills. Passionate about colleague care and customer service. Interested in charitable causes. Possessing analytical and technical competencies. Ability to prioritize and manage multiple task in a fast paced environment, and effectively lead teams. Practical experience in: customer service, administrative duties, supervising and developing team.

SKILLS

Committed
Prioritize tasks
Extremely organized
Self-motivated

Team Leadership
Staff Management and Development
Excellent oral and verbal communication
Microsoft Office

WORK HISTORY

JUNE 2015 – NOVEMBER 2016

Relieving for Manager – Settlement Processing – RBC Royal Bank Trinidad & Tobago Limited | Port of Spain

- Responsible for the management of the team completing Settlement functions for multiple jurisdictions.
- The achievement of an enhanced client experience by meeting and exceeding established Service Level Agreements (SLA's)
- Overall effectiveness of a team of 12 through quality coaching and feedback, talent management, quality, accuracy and efficiencies of the servicing processes and overall team
- Responsible for leading, developing and maintaining applicable process knowledge for the teams in the areas of settlement.
- Responsible for ensuring adherence to operational risk, compliance and AML requirements.
- Provide direction relative to the identification of process and efficiency improvements, problem resolution and the integration / implementation of new initiatives.

JANUARY 2014 – MAY 2015 AND DECEMBER 2016 - JANUARY 2017

Senior Team Lead – ABM MAESTRO SETTLEMENT – RBC Royal Bank Trinidad & Tobago Limited | Port of Spain

- Oversee the balancing of daily incoming and outgoing ABM, Maestro and InfoLink transaction settlement for multiple jurisdictions (TT, EC & DC) and the TT local network transactions.
- Ensure all Suspense Accounts entries and adjustments to client accounts are accurately processed.
- Responsible for overall team results as measured through established service quality standards (SLA's)
- Responsible for ongoing monitoring and control of day-to-day service quality workflow and related servicing activities.
- Track and keep an accurate record of individual / team throughput against established SLA's providing statistics on team's performance.
- Overall effectiveness of the team through quality coaching and feedback, talent management, quality, accuracy and efficiencies of the servicing processes and overall team.
- Provide support and relief to Manager

JANUARY 2008 – JANUARY 2014

Specialized Services Officer Network Settlement – RBC Royal Bank Trinidad & Tobago Limited | Port of Spain

- Timely and accurate processing of the MasterCard settlements, adjustments and discrepancies according to MasterCard regulations.
- Reconciliation and monitoring of Interchange Suspense Accounts in accordance with documented guidelines.
- Ensure all Card Transaction files were submitted and accurately settled through the various networks.
- Take ownership of client issues at first point of contact ensuring immediate response or escalation to the relevant authorities.
- Contribute to operational efficiencies and adherence to Service Level Agreements (SLA's) by developing and implementing improvement initiatives.
- Provide support and relief to direct Supervisor.

OCTOBER 2004 – JANUARY 2008

Human Resource Assistant – Benefits Administration – RBTT Bank Trinidad & Tobago Limited | Port of Spain

- Monitor and update the Group health Database with employee information.
- Submission of Health Claims and Verification of claim cheques for settlement accuracy from Insurance Broker.
- Reconciliation of monthly and quarterly bank statements.
- Management of share withdrawal portfolio for the Employee Stock Ownership Plan.
- Preparation of Retirement Packages.
- Updating of staff Mortgage portfolio.
- Preparation of Resignation response letters to branches and units.

JULY 1983 – SEPTEMBER 2004

RBTT Bank Trinidad & Tobago Limited | Port of Spain

IATA Administrator

IATA Administrative Assistant

Processing Operator

MARCH 1981 – NOVEMBER 1982

Agency Secretary – Nationwide Insurance Company Limited | Port of Spain

EDUCATION

2013 – 2014

Bachelor of Arts: Business Management

University of Sunderland: School of Business and Computer Sciences

2007 – 2013

Associate Degree: Business Administration

The Association for Business Executives: School of Business and Computer Sciences

ROYTEC

- Supervision 1 - 1995
- Supervision 11 - 1996
- High Performance Business Writing - 1998
- Money Laundering Training Programme - 1999
- Authentic Leadership 1 - 2015
- Authentic Leadership 11 - 2016

1997 – 1998

Administrative & Information Management

UWI School of Continuing Studies

1996 – 1997

School of Business & Computer Sciences

- Certificate in Human Resource Management
- Advance Certificate in Human Resource Management
- Certificate in Payroll & Budgeting

GCE

Principle of Accounts
Commerce

CXC

Principles of Business
English Language