

Martine B.A. Paul
Marteen6@live.com

Unit 25C Flamboyant Street,
Edinburgh 500,
Chaguanas,
Trinidad, W.I.

Cell: 868-757-8588/868-681-7917

I possess the ability to demonstrate a **sense of urgency** in a project management/procurement environment; however my skills are not limited to these industries. I also have the ability to resolve **complex issues and diffuse difficult customer situations with tact and ease**, winning **customer loyalty**, while demonstrating excellent **problem solving and active listening skills**.

Work Experience

Ministry of National Security – Trinidad & Tobago Defence Force **April 2015 to Present**
Clerk Typist I – HR Dept.

- All duties/functions related to the HR function, including typing of letters/memos, delegations, return of personnel, request/recommendation for training, vacation/sick/casual leave, gathering & collection of correspondence, records maintenance for new and existing employees, scheduling of meetings, minute taking, receiving and routing of phone calls and mail sorting.

Intercontinental Shipping Limited **August 2013 to April 2015**
Sales Coordinator

- Assist with quotes, emails, sales calls, sales leads, cold calls, customer queries and appointments in a timely manner

Kuehne & Nagel Ltd **May 2011 to August 2013**
Inside Sales Support/Personal Assistant to Country Manager

- To assist with sales calls, quotes, sales leads and customer visits while maintaining a close relationship with KN clients
- To update KN VLOG system with all information received from above
- To submit any complaint or claim received to the relevant person for quick and easy resolution
- To reply in a timely manner to phone calls and email received from clients
- To prepare administrative documents as needed by the Branch Manager

Ocean Freight Trinidad Limited – Zim Lines Division **May 2010 to Nov 2010**
Export Coordinator

- To maintain export bookings ensuring that all documentation is received in accordance with both Customs and the company's policies
- To transmit the export documents to the customers and colleagues at destination Ports

International Shipping Limited **Jan 2009 to May 2010**
Special Projects Coordinator

To act as liaison between customers and suppliers, coordinating the collection, shipping, clearance and delivery of goods ordered

- To provide daily updates via emails, with reports ensuring that nothing goes array

Customer Service Representative/Supervisor **June 2006 – December 2008**

- To prepare shipping documents for notification to customers for shipments arriving into Trinidad
- To assist the Customer Service Manager in the managing of junior staff and coordination of the work load for the couriers.
- Invoicing of customers bills via Peachtree and MS Dynamics programs

Customer Service Representative - Special Projects **July 2005 – May 2006**

- To prepare import shipping documents for exclusive customers prior to the arrival in Trinidad

- Invoicing of customers bills via Peachtree Accounting program

Customer Service Representative/Documentation Clerk

April 2004 – June 2005

- To prepare import shipping documents for notification to customers for shipments arriving in Trinidad
- Invoicing of customers bills via Peachtree Accounting program

General Aviation Services Limited/Servisair Cargo

Nov 2001 – March 2004

Import/Export Cargo Agent

- The preparation of import documentation for notifying customers via fax and telephone
- Booking of export air freight shipments with American Airlines via sabre system
- Updating DHL website for import/export shipments

Melville Shipping Limited

Aug 1999 – April 2001

Import/Export Documentation Clerk

- The printing of import/export documentation for notifying customers (this was passed on to various depts./staff members)
- Correspondence via emails and telephone, with various shipping agents in the Caribbean and America
- The preparation of shipping manifests in electronic form to the next port of call once vessel sailed from Trinidad

Benson Douglas Customs Brokerage

Aug 1998 – July 1999

Apprentice Customs Clerk

- Preparation of Customs C82 documents for importation/exportation for various customers (included going to Customs House POS to lodge and collect the approved C82's)
- Clearing of import cargo from Port of entry, be it Piarco Airport (caribbean airlines/amerijet caribbean/PAS/Servisair), POS Port of Pt. Lisas Port
- Exportation of cargo for customers from Queens wharf POS and Piarco airport

Deuce Enterprises

Nov 1997 – July 1998

Apprentice Customs Clerk

- Preparation of Customs C82 documents for exportation for various customers (included going to Customs House POS to lodge and collect the approved C82's)

Education

Sital College of Tertiary Education Ltd

2013 - 2016

Diploma in Management

2014

ASC in Management

2016

BBA in Logistics & Supply Chain Management

2016

University of the West Indies Open Campus

Jan 2009 – Dec. 2011

Pursued Bsc. In Management Studies

Level I

Sandee Communications

Nov. 2007 & March 2010

- Certificate in Delivering Excellent Customer Service
- Certificate in Team Building/Team Work

SBCS (School of Business & Computer Science)

Jan 2006 & 2007

- Certificate in Supervisory Management
- Certificate in Event Management

- Certificate in Project Management

Private Student CXC Examinations

Jan 2000

- English Language III
- Principles of Business III

Online Personal Computer Training Center

1997

- Fundaments & Operations of Microsoft Office Suite '97
- Fundaments and Operations of Windows '95

Diego Martin Gov't Secondary CXC Examinations

1987 – 1993

- Typing II
- Mathematics II
- Chemistry III
- English Language III
- Biology IV

References:

- Mr. Gerard Browne – BSC Essex Customer Service Manager – 868-686-5183
- Mrs. Kathy-Ann Dickson – President – Restorers Enhancement Group – 868-791-9693
- Mr. Marcus Best – Special Projects Director – International Shipping Limited – 868-682-8825
- Mrs. Charmain Dattoo-Jaggernauth – Director, Human Resources – Trinidad & Tobago Defence Force. – 868-487-5784/868-362-0051
- Major Julia Charles-Joseph – Legal Officer – Trinidad and Tobago Regiment – 868-308-4373