

Renee Layne

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OBJECTIVE

To become an efficient and professional employee where my customer skills, knowledge and work experience would assist in attaining the organization's growth and productivity.

CAREER HISTORY

Lach Ltd Trading as Hotel Food Supplies (Barbados)

Purchasing Assistant

August 18, 2014 – March 31, 2015

- Assist Purchasing Manager as directed by him
- Costing of Inventory and compiling Purchasing Reports
- Assist accounts department regarding overseas suppliers and vendor's invoices
- Assist with customs clearance/documentation and coordination of consolidation of inventory
- Arrangement of shipping/freighting
- Accountable for timely arrival of inventory to warehouse
- Management of stock levels and ensuring accurate inventory is maintained
- Involvement of the annual Stocktaking process
- Review inventory, initiate and keep track of orders
- Receive and inspect shipment arrivals, fill out damage/ shortage claim forms and follow up
- Ensure compliance with rules and regulations
- Liaise between suppliers. Manufacturers, relevant internal departments and customers
- Prepare (in advance), deliver and collect all license applications, veterinary applications and quarantine applications to facilitate shipments on arrival
- Provide timely bonded transfers to keep bonded warehouse up to date;
- Prepare and deliver all Government tenders to be submitted to Central Purchasing Department
- Fill all appropriate costing, Purchase Orders, Government Tenders and general documentation relating to the Purchasing Department
- Any other duties within the scope of the Purchasing Department

B&B Distribution Ltd

Customer Service Representative

June 23 2014 – August 15 2014

- Clear Voice Mail and process any orders/complaints
- Utilize the SAP system to prepare all orders, donations etc.
- Take orders from customers and forward to dispatch for delivery
- Telephone customers and obtain orders for next day delivery
- Handling all customer complaints vi telephone and forward them to relevant personnel
- Prepare donations for products, tents, booths
- Login all customer complaints and preparing a report for dispatch to the relevant departments
- Take orders for special events
- Liaise with warehouse regarding the delivery of Special Events Orders
- Ensure that product and or empties are collected from Special Events
- Any other job related functions as determined by management

The Crane Residential Resort

Retail Manager

Jan 1 2012 – October 30 2013

- *Implement and enforce established daily operating procedures to ensure the store is cleaned, adequately stocked, organized and well kept*
- *Ensure all merchandise is stocked and displays attractive, priced correctly, and display in a safe manner*
- *Ensure that all perishable products are rotated and refrigerated as required*
- *Monitor Cash over/short, and inventory shrinkage*
- *Understand all information in the daily reporting of store operations*
- *Promote and resolve customer complaints, in a timely and professional manner*
- *Monitor price changes from suppliers and communicate to manager*
- *The ability to perform all duties of the cashier and to stand in as a relief cashier as needed*
- *Anticipate heavy business times and organize procedures to handle extended waiting lines*
- *Assist in the recruiting of, recommend of hire, and train, positive individuals to become members of the team, ensuring excellent customer service*
- *Motivate, encourage, and challenge store personnel*
- *Supervise, and discipline all store employees, according to company standards*
- *Prepare and submit daily, weekly and monthly reports at the request of management*
- *Perform any other related or ancillary duties as may be required*

Purchasing Officer

May 2 2010 – Jan 1 2012

- *Insert supplier quotations data into Purchase Request for the Purchasing Manager's Approval at Level 2.*
- *Compile weekly Market List each Friday received from Chefs for Ordering*
- *Fax Orders to suppliers and confirm receipt of Purchase Orders and Delivery Times.*
- *Prepare monthly outstanding list of Purchase Orders and requests with reasons*
- *Check outstanding Purchase Orders and part deliveries in the Check EAM and*

- ensure deliveries are done within a reasonable time frame
- Comply with hotel health safety and hygiene policy
- Comply with hotel personnel policy
- Perform any other duties assigned by the purchasing Manager

The Crane Residential Resort

Retail Associate

February 14 – May 2 2010

Swift Insurance & Financial Services Inc

Customer Service Representative

August – October 2009

- Issue renewal notices to clients and follow up with insurance companies re: outstanding notices
- Maintain renewal folder/invoices and update invoices with payments
- Obtain quotations for clients and assist with the completion of proposal forms
- Maintain group insurance portfolios
- Issue invoices, policies, cover notes and certificates
- Assist with customer and insurance company queries

Caribbean Examination Council

Data Entry Operator

July 7 – 24 2009

Butterfield Bank (Barbados) Limited

Card Processing Officer – Card Centre

Nov 2007 – April 2009

- Generate related reports for Cards to be embossed, emboss and prepare for mailing
- Answer Customer queries
- Order Daily Stock and completed inventory on receipts and on premises
- Data Entry
- Daily reports generation for all clients.
- Perform general office duties e.g. Filing, logging and preparation of client reports etc.
- Provide prompt, efficient and courteous service to all clients, their cardholders & Merchants.
- Carifs Adjustments and Logging of Disputes on Sam
This is done once a customer fills a form indicating that a transaction attempted at their Bank's Atm or another Bank's Atm was unsuccessful
- Completed the necessary adjustments to Credit Card Accounts
- Posting Cheque Payments to Credit Card Accounts
- Updating Foreign Exchange
- Reviewing Accounts In Credit & Accounts Over Foreign Allowance
- Contacting Customers requesting Invoices to Update their Foreign Exchange
- Developed excellent communicational skills with customers and co-workers

Fidelity National Information Services (formerly Certegy Card Services Caribbean Ltd.)

Systems Support Operator – System Support Unit

May 2004 – October 2007

- Daily electronic data capture of all information related to all debit, credit, loyalty and reward transactions, as well as the daily processing and generation of reports and statements related to these transactions.
- Monitoring of internal and external systems.
- Provide support to the Client Service and Client Support Units.

- Maintain various logging & reporting databases.
- Daily fraud checking and database querying for customers.
- Monitoring nightly backups, preparing backup tapes for offsite storage on a Daily basis
- Excellent team player
- Ability to perform duties with minimal supervision.
- Provide assistance to the Operations Department to assist with customer queries
- Provided further assistance to the validation process for the projects related to the merger and acquisition of CariCard.

Certegy Card Services Caribbean Ltd. (formerly Caribbean CariCard Services Ltd)
Client Support Representative - Client Support Unit *Feb 2001-May 2004*

- The duties of Fidelity National Information Services also apply in this position.

Cave Shepherd & Co. Ltd
Cashier/Sales Assistant *December 2000*

- Provided prompt and efficient customer Service
- Handled cash transactions of the customers ensuring that accounts were debited and credit according to their purchases
- Ensure that correct funds were received and the appropriate cash returned for each transaction
- Balance cash receipts against register to ensure compliance.

EDUCATION

Bimap

- Basic Accounting April 25 – July 2015
- Purchasing & Inventory Management Jan - April 2015

Bimap

- Fundamentals of Management Jan - April 2013

Barbados Community College

- Associate Degree in Computer Science 2007

Springer Memorial Secondary School

- Electronic Document Preparation & Management Grade 1

Deighton Griffith Secondary School

1993-1999

English Language Grade 2

Office Administration Grade 2

Social Studies Grade 3

CRT

Certificate in Microsoft Windows Applications

AWARDS

- Represented Barbados at various Regional and International athletic meets including the Carifta Games and the CAC Games. Received a gold medal in the 300m hurdles and was also a member of the 2001 4 x 400m silver medal Carifta relay team.
- Awarded for excellent work in 2001 at Caribbean Caricard Services Inc.

References

- 1) Sabrina Phillips-Payne**, Senior Supervisor, Fidelity Information Services Ltd.
Cane Garden, St. Thomas
438-9274**(H)** 431-2900**(W)** ext: **2281**, 231-8000**(Cell)**
- 2) Andrew Seale**, Fraud and Security Officer, First Caribbean International Bank
Kingsland, Christ Church
428-3648**(H)**; 467-1944 **(W)**; 243-3269 **(Cell)**
- 3) Wallwin Strickland**, Director of Security, The Crane Residential Resort
Maynards, St Peter
416-6534 **(W)**; 8261468 **(Cell)**
- 4) Stuart Dunne**, Chief Financial Officer, Jada Group
Spring Hall, St Lucy
836-7031 **(Cell)**