**SHARON B. McINTYRE**

*PELICAN EXT. ROAD*

*POON LANE, PL54*

*MORVANT*

*PORT OF SPAIN*

*Email address:* [*moysherrie@hotmail.com*](file:///C:\Users\Louis%20McIntyre\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.IE5\6DV9T0VZ\moysherrie@hotmail.com)

**HOME# (868)-623-3336 & CELL# (868)-468-9680**

I am a highly skilled Administrative Professional, with progressive experience in banking, non-profit agencies, and academia. Customer Service expertise built upon strong foundation in organization skills, creative problems solving, research and proficiency in various desktop/mainframe applications. An exceptional communicator and team player, recognized for going the extra mile, meticulous follow through and quick turnaround.

**PROFESSIONAL EXPERIENCE**

**GLAM, PRICEPLAZA CHAGUANAS**

STORE CLERK

**Sales Clerk with exceptional customer service skills. 2013 - 2014**

**The Fashion Blvd, (Clothing Store), Port of Spain, Trinidad 2009 - 2013**

MANAGER/SALES CLERK (2010-PRESENT)

**Store Manager, ensuring all daily transactions from sales, banking, invoices, bill payments, payroll, inventory, to legal issues are followed-through.**

* Relied upon to implement and maintain Database with client’s public and private information
* Selected to contact customer during sale promotions and new stock arrivals

**Ishmael M. Khan and Sons, Port of Spain, Trinidad**

SUPERVISOR/ SALES ASSOCIATE (2010-2011)

**Supervised junior staff during the busy back to school season, monitored lunch breaks and kept records of time sheets.**

* Selected to order and display seasonal greeting cards
* Monitored Sales and cash flow during event promotions

**Petro Mart, Maraval, Port-of-Spain, Trinidad**

CASHIER/ SALES ASSOCIATE (2009-2010)

**Responsible for Cashing and monitoring sales on vehicle products and on Gasoline pumps.**

**Bank RI (Bank Rhode Island), RI**  **2002 – 2009**

COMMERCIAL LOAN SERVICING SPECIALIST (2007-2009)

**Utilized Synergy mainframe database to input new Commercial Loans into the system, processed all payments, tracked all CRA Reports, renewed all Insurance policies, and processed all returned mail.**

* Relied upon to train new hires on tracking Insurance Policies and CRA Reports
* Reduced high volume of Insurance Policies and implemented a procedure that would produce a more efficient result.
* Active participant in the breast Cancer Walk and Special Olympics
* Received “Perfect Attendance” Award

ADMINISTRATIVE ASSISTANT (2006-2007)

**Performed a variety of office procedures to Departmental Heads, handled multi-lined phone and processed payments for external vendors.**

* Planned and implemented special functions and events
* Relied upon to create and monitor manager’s workflow
* Maintained document control for all departments

LOAN SERVICING SPECIALIST (2002-2005)

**Responsible for reviewing and uploading new Small Business Loans on the system, processed payments and maintained all legal documents, tracked both Insurance Policies and CRA reports.**

* Selected to provide support on a new Student Loan Campaign
* Trained new hires on new database mainframe system
* Received “Perfect Attendance” Award

**Sovereign Bank (Providence, RI) 2000 – 2002**

SALES PURCHASER/ QUALITY CONTROL SPECIALIST

**Responsible for checking the quality of Legal Documents for loan purchasing, prepared sale invoices to prospective Banks for the purchasing of Mortgages loans.**

* Selected to travel throughout the United States to various Banks and check the quality of loan documents for purchasing

**Fleet Boston Financial (formerly BankBoston) Providence, RI 1996 -2000**

LOAN PROCESSOR II/ RESEARCH ASSISTANT

**Responded to Credit Bureau Verifications, Statement copies and Insurance payments; entered Data and distributed internal/ external mail items.**

**PROFESSIONAL / TECHNICAL TRAINING**

**Practical School of Accounting**

*In the know: Bank Laws,*

*Compliance and Services*

*RESPECT*

*Prevention of Sexual Harassments*

*Teambuilding*

*Microsoft Word, Excel Access*

*MOBIUS, CIS, CBT, M&I Mainframe Computer Systems*

*Kranzley, RI Customer Tracking System,*

*Bankers Training RESPA*

*Theft and fraud prevention, Computer Security*