Melanie Williams

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***Curriculum Vitae***

**Work Experience**

**VENTURE Credit Union –Marketing & Communications Assistant May 09th 2016 - October 04th 2016 ( contract)**

* Implementation of programs for communication to members, electronic media and internal/external customers
* Keep members and internal staff informed by the dissemination of information on company events and promotions
* Advises on the effectiveness of communication methods used by coordinating internal and external surveys
* Contribution and development of marketing plans and strategies
* Manage website information, liaise with web developer and IT department for website maintenance
* Social Media Management - update flyer / promotions on Facebook, respond to queries/questions via social media platforms
* New and Existing Promotion - Communicate promotions to internal and external members through bulk email and text
* Manage an efficient online chat facility
* Social Committee Events – Liaise with committee to plan and execute staff events
* Dispatch marketing material and promotional items to branches
* Co-ordinate and setup for exhibits, seminars, job and financial fair
* Liaise with graphic artist for artwork, re-sizes, edits etc.
* Update monitors, acrylic stands and digital screens with new promotions and updated membership information
* Any other duties as assigned by the Marketing and Communications Manager

**INTEX - March 02th - November 03 2015 Administrative Assistant / Human Resource Support (contract)**

* Preparation of weekly & monthly payroll
* Manage time and attendance time clock system
* Monitor daily and quarterly staff attendance
* Prepare shipping documents, Caricom Invoices, Shipping Package & contact shipping company for packages.
* Preparation of packages for Customs Brokers
* Purchasing (stationery, groceries and household items)
* Payment of Company / Directors bills
* Review & distribution of emails
* Inventory - Preparation of Stock sheets for monthly counts
* Relief In-house Sales/Marketing person

**Anthony P Scott Ltd. Administrative Assistant – March 10th 2014 – June 30th 2014**

HR Functions:

* Preparation of General & Promotional staff payroll
* Supervisory duties (Receptionist, Courier & Maintenance workers)
* Assist HR department when necessary

General Administration:

* Review all incoming emails and distribute accordingly
* Arrange all business trips, booking of flight, reservation of hotels
* Assist with the switchboard/Reception desk.
* Process all purchase orders on behalf of Administration, Housing and Warehouse Departments and ensure accounts departments receive documents in a timely manner
* Senior Manager(s) support functions
* Other duties as assigned by the Manager

Marketing Functions:

* Purchasing
* Stock counts duties & draft documentation for discrepancies of physical stock against system

**Oscar Francois Ltd. Administrative Assistant- Logistics & Distribution Division April 10th 2012 – March 07th 2014**

Property Administration:

* Follow up with contractors to ensure completion of projects in agreed timelines.
* Provide daily status reports on projects to L&D Manager

Accounts Administration:

* Prepare and process all purchase orders on behalf of Logistics & Distribution Department & ensure accounts departments receive documents for payments
* Prepare weekly payment for Contract Delivery Drivers, review invoices against delivery schedule for any discrepancies

HR Administration:

* Ensure employee files are updated in agreed timeline and forwarded to Human Resources Department
* Prepares timesheet weekly for temporary employees to be forwarded to HR for processing of wages
* Ensure receipt of overtime and other allowances from Supervisors and Department Heads for processing of payroll for monthly employees
* Preparation of overtime payments & roster allowance on behalf of Logistics & Distribution for monthly salary
* Assist with administration of company benefits program- health benefits, claims, leave /vacation entitlement.
* Assist with coordination of special events (Mother’s/Father’s Day, Holiday and Christmas functions)
* Provides support to new employees - orientation & introductory training, photos for company ID’s, policies handbook & rules are adhered too and ensuring proper PPE are given to new employees
* Organize and maintain log for all staff training conducted
* Manage time and attendance time clock system
* Monitor daily and quarterly staff attendance and absenteeism
* Prepare absenteeism and late report for department Manager & Human Resources
* Assist in setting up and conducting interviews & providing new staff orientations
* Ensure departmental compliance with all company policies & procedures
* Providing any other support as requested on behalf of Human Resources Department

Marketing Functions:

* Export function (preparing of documents & products for cold chain products)
* Prepare shipping documents, Caricom Invoices, Shipping Package & contact shipping company for packages.
* Handle inquires form Sales Department, customers and drivers
* Preparation of Expiry Reports & forward to General & Brand Managers for review
* Provide support to Marketing and Sales Department

General Administration:

* Obtain quotations for forklift and other warehouse equipment, purchasing of office equipment, stationery, safety wear etc.
* Maintains stationery inventory for all warehouse department
* Minute taking, preparation and distribution of minutes
* Coordinate travel arrangement for Tobago deliveries & liaise with Tobago customers regarding deliveries
* Informs management on expiring contract for delivery drivers, giving prior notice
* Filing and maintaining an updated filing system for warehouse staff, safety meetings board meetings, security logs etc.
* Working with department heads to ensure smooth flow of information between Head Office and Logistics & Distribution Division
* Arrange all business trips staff/contract drivers
* Maintains outgoing correspondence log
* Book conference room for all meetings and training sessions
* Responsible for maintenance of equipment, servicing and replacement
* Senior Manager(s) support functions
* Any other duties as assigned by the manager

Health and Safety Oversight:

* Ensure timely submission of Accident Reports to HR/HSE Department
* HSC Admin – Logistics Division
* Ensure injured staff are attended to immediately, contact company doctor to inform him of injury sustained
* Safety briefing for new and existing staff member

**Oscar Francois Ltd. Clerk- Accounts Receivable Credit Department February 17th 2011 – April 09th 2012**

* Receive copies of invoice from all sites, invoices are sorted and filed accordingly
* access daily report using great plains
* Report is reconciled against physical invoices and missing invoices are documented
* Analyze and review credit/cash application forms, contact references and prepare documents before submission for approval.
* Create credit and cash accounts for staff and customers as required and distribute to sales team
* Maintain an efficient filing system of invoices
* Maintain stationery inventory for credit department
* Prepare aging reports for customers owing at 90 days and 120 days with outstanding amounts to allow for follow up on payment, discrepancies and queries
* Record cheque/cash received on customers’ accounts
* Perform other duties that may be assigned to enhance the operations of the department

**Accounting Assistant-Receivables/Collections - National Shoe Manufacturing Company- April 14th –July 30th 2010 (PT)**

*Duties*

* Obtain report of Cash/Charge from Counter Point or other medium for all sales locations and process accordingly.
* Record the receipt of all incoming cheesy/cash in the relevant register.
* Ensure that the accounts receivable records are correct and up to date
* From a list of o/s accounts receivable, follow up on collection of outstanding payments
* Supply customers with statements or certified copies of invoices to facilitate prompt payment

Preparation of quotations for customers/potential customers

* Filing of invoices
* Preparation of weekly and monthly reports for management and the accountant
* Review credit/cash application forms, contact references and prepare documents before submission for approval to Accountant.

**Accounts/Collections Officer- BorderCom International September 03rd 2008- March 14th 2010**

*Duties*

* Negotiate and enforced collections to recover funds and expedite the clearance of delinquent accounts.
* Research accounts transaction, and demonstrate a keen ability to recognize & resolve discrepancies.
* Follow through on timely and accurate month end closing of financial documents.
* Accounts receivable/ payable.
* Filing and Record keeping
* Purchasing and Maintenance inventory system
* Prepares monthly reports for finance manager
* Prepares monthly Punctuality and Regularity Reports for staff members.

**Education**

Marketing Management - Level 5 Diploma ( currently)

Business Information System - Association of Business Executives

Certificate Level 3- September 2009-June 2010

University of Cambridge International Examinations - Cambridge International Diploma IT Skills November 2008- July 2009

El Dorado Secondary Comprehensive School – September 2002- July 2005

CXC O’Levels

* English 2
* Electronic Document Preparation & Management 2
* Office Procedures 3
* Principles of Business 2
* Human & Social Biology 3

**Certification**

Association of Business Executives Level 3- Business Information Systems

University of Cambridge – Cambridge International Diploma in IT Skills

Diploma in Information Technology – Sital College of Tertiary Education

BorderCom International - A+ Service Technician, Network+

Chamber of Industry and Commerce -An Employer’s Guide to Compliance, Rights & Benefits under the National Insurance System

Administrative Assistant Training Certificate NSA Group

Reference:

INTEX - Eastern Main Road D'Abadie 642-2586

Mrs. Balmatie Ramsoomoj - Administrative Officer

Oscar Francois Limited - Duke Street Port of Spain 223-9933

Human Resource Department