**Martine B.A. Paul**

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Unit 25C Flamboyant Street, Cell: 868-681-7917/757-8588

Edinburgh 500,

Chaguanas,

Trinidad, W.I.

I possess approximately eighteen (18) years’ experience and have the ability to demonstrate a **sense of urgency** in a project management, procurement or logistics environment and have the capability 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 Headquarters**

Clerk Typist I – HR Dept. April 2015 to Present

* 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**

Sales/Project/Export Coordinator August 2013 to April 2015

**Sales related functions:**

* Assisting with customer quotes, answering emails, sales calls, sales leads, cold calls, customer queries and appointments in a timely manner

**Project related functions:**

* Coordination of the entire logistics once an order has been placed with the foreign supplier, including the pickup at the supplier’s warehouse, shipping rates, mode of transport to be used, clearance and delivery to the customers’ doorstep

**Export related functions:**

* Logistics coordination of local pickup from customer, negotiation of shipping rates, mode of transport used and preparation of all export documents

**Kuehne & Nagel Ltd**

Inside Sales Support/Personal Assistant to Country Manager May 2011 to August 2013

* 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
* Export coordination of local pickup from customer, negotiation of shipping rates, mode of transport used and preparation of export document

**Ocean Freight Trinidad Limited – Zim Lines Division**

Export Coordinator May 2010 to Nov 2010

* To maintain export bookings ensuring that all documentation is received in accordance with both Customs and the company’s polices
* To prepare and transmit the export documents to the customers and colleagues at destination Ports

**International Shipping Limited**

Special Projects Coordinator January 2009 to May 2010

* To act as liaison between customers and suppliers, coordinating the logistics of collection, shipping, clearance and delivery to customers of goods ordered
* To provide daily updates via emails, with weekly reports ensuring of all goods ordered, cleared and delivered, 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/export shipping documents for customers prior to the arrival and departure in/from 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**

Import/Export Cargo Agent Nov 2001 – March 2004

* 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**

Import/Export Documentation Clerk Aug 1999 – April 2001

* 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**

Apprentice Customs Clerk Aug 1998 – July 1999

* 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**

Apprentice Customs Clerk Nov 1997 – July 1998

* 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 January 2013 – September 2016**

* Associate’s Degree in Management January 2013 – July 2016
* AIB BBA in Logistics & Supply Chain Management January 2013 – September 2016

**University of the West Indies Open Campus January 2009 – December 2011**

Bsc. In Management Studies

Level I & II Courses

**Sandee Communications Nov. 2007 & March 2010**

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

**SBCS (School** **of Business & Computer Science) January 2006 & 2007**

* Certificate in Supervisory Management
* Certificate in Event Management
* Certificate in Project Management

**Private Student CXC Examinations January 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. Marcus Best – Special Projects Director – International Shipping Limited – 868-682-8825/623-1818
* Mr. Gerard Browne – BSC Essex Customer Service Manager – 868-686-5183
* 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