

Professional Summary

Detail-oriented and dependable administrative professional with over 5 years of experience in data entry, document management, and clerical support. Committed to supporting team operations through strong organizational skills and attention to detail.

Top Skills

- **Data Entry**
- **Database Management**
- **Record Keeping**
- **Document Handling & Scanning**
- **ServiceNow & Jira**
- **Microsoft Office Suite**
- **Email Management**
- **Using Office Equipment**
- **Computer Literacy**
- **Attention to Detail**

Work Experience

Data Analyst

National Commercial Bank

2020-2024

- Provided administrative support by organizing internal filing systems and maintaining accurate digital records.
- Scheduled and coordinated meetings for cross-functional teams.
- Handled daily email correspondence with internal stakeholders and clients.
- Supported clerical functions such as data entry, record keeping, and generating reports.
- Delivered customer service by assisting users with troubleshooting issues and providing timely updates.
- Improved office management processes by developing documentation templates and tracking systems.
- Created performance dashboards and maintained databases using Excel and Tableau.

Application Analyst

Vertis Technology Solutions

2019-2020

- Maintained client communication through email and coordinated project scheduling.
- Handled administrative tasks, including documentation, filing, and issue tracking.
- Supported clerical tasks and helped manage client data securely and accurately.
- Partnered with clients to ensure compliance with internal processes

Education

Bachelor of Science in Computer Information Systems, Northern Caribbean University, 2019