

LAURA CLARKE

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PORTFOLIO: <https://lauraclarke-freelancer.github.io>

PROFESSIONAL SUMMARY

A detail-oriented Freelance Operations Specialist with a 15-year background in high-compliance environments (OEC, NCB). I turn chaos into order by building robust systems, managing high-stakes logistics, and ensuring data integrity.

My work is built on three pillars, which are demonstrated in my portfolio's case studies:
Professional Competence | **Personal Resilience** | **Modern Initiative**

PROFESSIONAL EXPERIENCE

Administrator & Operations Manager | Private Residence *Linstead, Jamaica* | 2006 - Present

- Managed all logistics, procurement, and financial operations.
- Proof of Skill:** Successfully managed a 5-month, high-stakes medical crisis project, acting as the data-driven advocate and ensuring a "zero debt" financial outcome. (See "*Crisis Project Management*" Case Study in portfolio)

Examination Supervisor (Seasonal) | Overseas Examination Commission (OEC) *St. Andrew, Jamaica* | 2021-2025

- Proof of Skill:** Managed all logistics, compliance, and data integrity for 300+ candidates across 3 simultaneous exam boards (CXC, City & Guilds, NCT/VET) with 100% audit success. (See "*Logistics & Compliance*" Case Study in portfolio)

Departmental Team Leader & Financial Officer | National Commercial Bank (NCB) *Jamaica* | 1992-2006

- Managed significant financial operations, daily cash flow, and regulatory balancing.
- Led and trained departmental teams to optimize workflows and customer service standards.

PROJECTS & DIGITAL INITIATIVE

Digital Transformation & E-Learning

- Proof of Skill:** Evolved from a student to a teacher, training 60+ students. Taught myself GitHub and built a permanent, self-guided e-learning course to solve a resource gap. (See "*Digital Transformation*" Case Study in portfolio)

Digital Content Management

- Learn Jamaican - Language Blog (GitHub):** lauraclarke-freelancer.github.io/JALC
- HairSkinHaven - Wellness Blog (WordPress):** hairstinhaven.wordpress.com

EDUCATION & CERTIFICATIONS

Diploma in Effective Bookkeeping and Payroll | Alison Education Company (2023)
Computer and Management Studies | Institute of Management Studies (UCC), Jamaica (1999-2001)
Queen's High School | Graduated 1988