

LAURA CLARKE

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PORTFOLIO: <https://laaraklaak.github.io/laura-clarke-freelancer>

PROFESSIONAL SUMMARY

A detail-oriented professional with a 15-year background in high-compliance operations (OEC, NCB). I am a remote-ready specialist who transforms chaos into order by building robust systems, managing high-stakes logistics, and ensuring data integrity.

My work is built on three pillars: **Professional Competence**, **Personal Resilience**, and **Modern Initiative**. My portfolio showcases this in detail, with case studies on high-stakes exam logistics, crisis project management, and digital transformation.

CORE COMPETENCIES

- Remote Operations & Project Coordination
- Crisis Management & Data-Driven Analysis
- Logistics & Compliance (100% Audit Success)
- Financial Control & Budget Management
- Instructional Design & Tech Training (GitHub, Google Suite)
- Stakeholder & Vendor Relations

PROFESSIONAL EXPERIENCE

Administrator & Operations Manager | Private Residence

Linstead, Jamaica | 2006 - Present

Managed all logistics, procurement, and financial operations for a private household.

This role was defined by two high-stakes projects:

- **Crisis Project Management:** Managed a 5-month medical crisis (TBI & Tracheal Stenosis). Acted as the data-driven advocate with the medical team, using meticulous records and AI-assisted research to co-navigate the path to a full recovery.
- **Financial Control:** Oversaw all financial operations, including the crisis budget. Successfully managed all medical, household, and project costs, emerging with **zero debt**.

Examination Supervisor (Seasonal) | Overseas Examination Commission (OEC)

St. Andrew, Jamaica | 2021-2025

- **Logistics:** Managed logistics for 300+ candidates across 3 simultaneous exam boards (CXC, City & Guilds, NCT/VET).
- **Compliance:** Acted as the primary compliance officer, training and managing the invigilator team to ensure 100% adherence to all 3 distinct regulatory protocols.
- **Data Integrity:** Authored all incident reports and maintained meticulous, segregated records, resulting in **zero data breaches** across all sessions.

Departmental Team Leader & Financial Officer | National Commercial Bank (NCB)

Jamaica | 1992-2006

- Managed significant financial operations, including 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 (Case Study)

- Evolved from a student in an online class to a teacher, training 60+ students in a volunteer program.
- Taught myself GitHub and YouTube content creation to build a permanent, self-guided e-learning course for the Jamaican Language, solving the program's lack of a permanent resource.

Digital Content Management

- **Learn Jamaican - Language Blog (GitHub):** The live e-learning project built with HTML/CSS.
- **Hair Skin Haven (WordPress):** A wellness research blog demonstrating WordPress and content creation skills.

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