

LAURA CLARKE

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PROFESSIONAL SUMMARY

A detail-oriented professional with over 15 years of experience in high-compliance environments, including exam administration (OEC) and financial operations (NCB). Proven expertise in meticulous data and records management, complex logistical scheduling, and regulatory adherence. Strong focus on process integrity. Seeking to leverage administrative and data management skills in a new long-term role.

CORE COMPETENCIES

- Data Management & Privacy
- Records & Documentation
- Regulatory Compliance & Procedures
- Financial Operations & Reporting
- Admin Support & Scheduling
- Logistics & Materials Management
- Team Coordination
- Process Improvement
- Microsoft Office Suite & Google Suite

PROFESSIONAL EXPERIENCE

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

(Performed concurrently with seasonal OEC role from 2021-2025)

- Managed all financial operations, including record-keeping, expense tracking, and budget oversight.
- Coordinated complex logistical scheduling for all appointments and events.
- Handled all procurement of goods/services and vendor relations, ensuring quality and cost-efficiency.

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

(Roles included: Examination Supervisor, Assistant Supervisor, Invigilator)

- **Complex Logistics:** Coordinated the logistics for multiple, simultaneous exams (CXC, City & Guilds, NCT/VET), managing invigilator schedules, aligning timetables, and processing 300+ candidates from three different centres at a single venue.
- **Regulatory Compliance:** Acted as the primary compliance officer, ensuring 100% adherence to the distinct and separate regulations for all three examining bodies.
- **Team Coordination:** Led, trained, and managed a team of invigilators, providing clear direction on all security protocols, data handling policies, and the different procedures required for each exam board.
- **Records & Documentation:** Authored all detailed incident reports and maintained meticulous administrative records, segregated by both exam board and candidate centre for precise auditing.
- **Candidate Support:** Addressed all candidate inquiries and resolved complex on-site issues (e.g., registration discrepancies, timetable clashes) with professionalism and efficiency.

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

- Held positions of increasing responsibility over a 13-year tenure, developing expertise in leadership, financial operations, and customer service.
- Managed significant financial operations, including cash flow, daily balancing, and adhering to strict banking and regulatory reporting.
- Led and trained departmental teams to optimize workflows and improve customer service standards.
- Excelled in customer relations, skillfully resolving complex disputes and ensuring high service standards.

PROJECTS

Jamaican Language Instructional Blog | Project Manager & Content Creator

- Developing a comprehensive online resource to teach the formal structure and literacy of the Jamaican language.
- Responsible for all curriculum design, content creation, and research, focused on making complex linguistic concepts accessible to a broad audience.

HairSkinHaven Wellness Blog | Founder & Content Creator

- Researched and authored detailed articles on natural ingredients, product formulations, and wellness routines.
- Managed all aspects of content strategy, writing, and publishing using the WordPress platform.

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