

# 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](https://lauraclarke-freelancer.github.io/JALC)
- **HairSkinHaven - Wellness Blog (WordPress):** [hairskinhaven.wordpress.com](https://hairskinhaven.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