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ABOUT ME

I am a food loving, outdoors, DIY young professional with over 10 years of experience in the food industry in Jamaica from the Quick Service Industry to farming & production industry majority of which was in a management capacity.

I have a wide range of experience from Marketing, Sales, Merchandising, Shipping & Logistics all from a management perspective. I am used to managing large teams and used to working with various departments to achieve a common goal. I am a high achiever and have laser focus to achieve goals and targets. I am determined to achieve my personal & professional goal and there is no challenge that I do not welcome and gladly face & will overcome.

SKILLS



EDUCATION

B.A. in Business Administration
Major in Business Management

Florida International University
2006-2010

A.Sc in Business Administration
University College of the Caribbean
2003-2005

EXPERIENCE

Assistant Branch Manager

Enterprise Rent A Car / Fort Lauderdale, Florida / February 2023 – Current

- Responsible for all daily operations of branch including monitoring inventory, handling customers, ensuring branch cleanliness, approval of staff hours and all other daily duties
- Engaging with customers daily to ensure satisfaction and handling calls and complaints
- Trained staff including automotive detailers, management trainees and other Assistant Managers and ensure they were operating within company policies
- Set sales & customer service targets and monitor and track these daily to ensure that they were being met
- Use daily reporting tools to increase sales and drive revenue at the branch
- Tracking customer service results daily for customer feedback on ways to improve service

Management Assistant/Management Trainee

Enterprise Rent A Car / Fort Lauderdale, Florida / January 2022 – February 2023

- Develop the skills necessary to be success in the industry
- Work with a team to achieve the branches sales and customer service targets

Owner & Manager

Tropical Smoked Meats & More Ltd / Kingston, Jamaica / September 2019 – October 2021

- Responsible for all daily operations of retail outlet including ordering & monitoring inventory & managing 5 team members
- Managed all business activities such as filing taxes, setting prices, negotiating with suppliers & payroll
- Ensured all company equipment was functional & arranged maintenance schedule. Equipment included freezers & freezer rooms, deli slicer, band saw & vacuum sealers
- Arranged & monitored production & packaging of cured & smoked products such as bacon, smoked pork chops, hams & smoked chicken

Assistant Shipping Manager

CB Foods Ltd / Kingston, Jamaica / October 2018 – September 2019

- Responsible for all shipping activities including sanitization & loading of delivery trucks & handling all returned products
- Ensured all trucks were inspected & maintained daily by the maintenance team
- Kept track of all inventory by doing monthly stock counts and created a more efficient process with daily spot counts of specific SKU's which eliminated a need for the monthly stock count
- Developed new, more efficient distribution routes which resulted in increased customer satisfaction & trucks returning early to be ready for loading on average 4 hours earlier
- Improved loading process which resulted in a reduction in load time for each truck from an average of 30 mins to 10 mins which gave the ability to load more cases onto trucks in less time. This also resulted in a cost saving for the facility as it was able to close an average 3 hours earlier.
- Ensured all ISO & HACAPP procedures were followed including FIFO

Sales Support Manager

CB Foods Limited / Kingston Jamaica / April 2015 – September 2018

- Responsible for sales & merchandising of all meat products in all Supermarket locations across Jamaica (52 locations)
- Ensured FIFO was followed at each retail location
- Managed 26 Merchandisers/Sales Reps across Jamaica
- Worked with marketing team to develop & execute marketing promotions in the retail trade & track & report on the results and worked with sales managers to develop sales strategies
- Worked with Production & Inventory Management teams to ensure product availability
- Worked with Distribution & Shipping teams to ensure timely & accurate deliveries to customers
- Met with customers weekly & monthly to discuss their needs & to grow sales with each location
- Prepared & presented weekly sales reports to senior managers
- Researched competitive products to identify and evaluate product characteristics, market share & pricing

Marketing Coordinator

CB Foods Ltd / Kingston, Jamaica / September 2014 – March 2015

- Developed and implemented marketing promotions and advertising campaigns
- Coordinated artwork development, printing and installation of Point of Sale and Point of Purchase materials
- Developed and Managed executions at sponsored events
- Managed and organized Marketing Warehouse

Marketing Coordinator

Restaurants of Jamaica / Kingston, Jamaica / February 2011 – August 2014

- Developed and implemented marketing promotions and advertising campaigns
 - Coordinated artwork development, printing and installation of Point of Sale materials
 - Tracked product sales (promotional & core)
 - Prepared marketing reports by collecting, analyzing, and summarizing sales data
 - Developed and Managed executions at sponsored events
 - Researched competitive products to identify and evaluate product characteristics, market share & pricing
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