

CHIEF OPERATIONS STRATEGIST & BUSINESS DEVELOPMENT EXECUTIVE



[Redacted]



[Redacted]



[Redacted]



[Redacted]

PHILOSOPHY

“ To win in today’s global, fast-paced and ever changing market, leadership must be by example. Integrity, loyalty, attentiveness, alertness, and persuasiveness are the foundational character traits for long-term success. Properly caring for and managing all the organization’s assets is critical to ensuring that business goals are achieved efficiently and cost-effectively. ”

SUMMARY

Highly motivated, goal-oriented, and strategic business executive with over 36 years’ experience in the banking, insurance and retail industries, 18 of which were spent spearheading operations for a major eyewear retail corporation. Analytical mindset, critical thinking, combined with effective communication, leadership and organizational skills, have resulted in a proven track record of success in managing efficient and cost-effective operations by streamlining processes, leading and motivating teams, and finding and reducing inefficiencies.

EXECUTIVE LEADERSHIP COMPETENCIES

Auditing	Internal Controls	Procurement & Purchasing
Benefits & Compensation	Inventory Management	Recruitment & Retention
Budgeting & Cost Reduction	Needs Assessment	Strategic & Financial Management
Cost/Benefit Analysis	Operations Management	Strategic Planning
Employee & Labor Relations	Organizational Restructuring	Team Leadership & Motivation
Expense Control	OSHA & Regulatory Compliance	Training & Development
Financial Reporting & Analysis	Payroll & Payroll Systems	Vendor Relations
General Ledgers	Policy Development	Workforce Planning
	Process & Systems Improvement	

TRACK RECORD OF SUCCESS

- Led the executive team responsible for formulating a plan to transition the company from a state of heavy debt and poor cash flow to a strong position in terms of its gearing, positive cash flow and investments.
- Developed an incentive program for senior managers which linked the achievement of organizational goals to their performance objectives and production quotas. The program increased morale and productivity, and the company achieved 80-85% of its strategic goals year over year.
- Reduced the number of industrial relations matters within the company, resulting in higher levels of productivity and a greater sense of justice and fair play among managers and employees.
- Helped managers see how their roles supported the operations of retail stores and sales staff, thereby improving the working relationships between the Head Office and retail locations, ultimately improving the customer experience.
- Analyzed time and motion in the performance of various jobs throughout the company and successfully reduced processes and/or removed redundant steps, resulting in cost and time savings.

PROFESSIONAL EXPERIENCE

1993 to Present

Director, Finance and Administration || 2003 to Present

Provide strategic oversight, leadership and counsel for the 30-plus employees within the Accounts, Human Resources, Administration, and Information Technology departments of Trinidad and Tobago's leading eyewear company. In turn, these four departments provide operational support to the firm's Head Office, Lab and eight retail locations.

1. Reduced the Accounts Department's lagging six-month reporting timeline to a routine of 10 business days following the close of each accounting period by converting from manual to electronic systems, streamlining authorization processes, and improving levels of accountability without compromising accuracy. Audited financial statements are now regularly provided to the Board and shareholders within the second quarter of the new financial year. The improved financial reporting resulted in cost stabilization, improved budgets, proper inventory management, and has ultimately led to savings from the decrease in annual write-offs related to Inventory and Bad Debts.
2. Led an executive team that formulated debt reduction and cash flow plans that reduced the company's indebtedness from 60% to 0%. As a result of the plans' successes, most capital expenditure projects are financed from savings, and borrowing is only undertaken when there are tax benefits.
3. Saved the company consultation and professional fees—resulting from the need to outsource Collective Bargaining and Industrial Relations consultants—by reducing Bargaining Unit membership through counseling, coaching and identifying win-win opportunities for leadership and employees, ultimately improving relations between the Union and the company. Fast-tracked negotiations for the signing of a new Collective Agreement six months prior to the expiration of the existing agreement, as opposed to months after the Agreement's timeframe had passed previously.
4. Improved the customer experience and the company's marketing strategies by selecting point-of-sale and medical recordkeeping system that moved the company from manual to electronic recordkeeping. The process involved researching and assessing several software packages and interviewing companies already using the software. The selected software created the framework for easy retrieval of customer information, data mining, and target marketing.
5. Designed the strategy and provided oversight for the migration of employee records into company's new HR and payroll system. After careful review and selection of the appropriate system, determined payroll parameters and migrated existing payroll data into new system. This reduced time spent locating and retrieving manual files and significantly improved the payroll reconciliation process throughout the year. The system also significantly reduced the risk of incorrect reporting to statutory bodies which could result in penalties/interest.

Corporate Secretary || 2006 to Present

Assumed the role unofficially in 1995, and officially in 2006. Keeper of all corporate records, responsible for coordinating and documenting board meetings, providing guidance to the Board in compliance with company bylaws, and executing all Board decisions. Ensure that all statutory filings are completed on time, and that all statutory payments are accurately calculated and paid on time. Responsible for statutory reporting and compliance, and communicating with shareholders.

1. Reduce or eliminate costs related to outsourcing corporate services.
2. Negotiate with banks, auditors, actuaries, trustees and lawyers to lower fees and/or lock in fees for longer time periods.

1993 to 2006

Fast track promotions in earlier career at [REDACTED] included positions as Assistant to Managing Director, Finance & Administration Manager, and Director/ Auditor.

Banking & Accounting Positions

1980 to 1994

Held positions of increasing responsibility in banking and accounting at [REDACTED] (1980 – 1990) and [REDACTED] (1990 – 1993).

EDUCATION, SKILLS & AFFILIATIONS

Education: **Master of Business Administration**
[REDACTED]
Fellow, Life Management Institute (FLMI)
Life Office Management Association, Inc.

Board Appointments: **Director/Corporate Secretary**
[REDACTED]
Director/Corporate Secretary
[REDACTED]
Director
[REDACTED] and its subsidiaries
[REDACTED] and its subsidiaries
[REDACTED]

Memberships: [REDACTED]
Institute of Chartered Secretaries & Administrators

Technical Skills: Microsoft Word, Excel, Outlook, PowerPoint, Visio
HRPlus Everywhere; MicroPay; RealWorld/PBS Accounting; QuickBooks