
THEA J FRANCIS-CHARLEMAGNE

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PROFESSIONAL SUMMARY

Aspiring **Data Analyst- Environmental**, with 15+ years of experience in utilities, customer operations, and process improvement. Skilled at transforming operational data into actionable insights that drive sustainability, climate resilience and digital transformation. Proven ability to streamline workflows, and deliver evidence-based recommendations. Passionate about leveraging analytics to advance OECS Regional priorities in renewable energy, ICT, tourism, and digital workforce development.

CORE COMPETENCIES / KEY SKILLS

- **Data Analytics & Visualization** – Excel (advanced formulas, pivot tables), Power BI, Tableau (in progress), Canva.
- **Data Management & Reporting** – Data cleaning, performance dashboards, KPI tracking
- **Environmental & Sustainability Focus** – Renewable energy metrics, environmental impact reporting
- **Project & Process Improvement** – Workflow optimization, strategic planning, quality assurance
- **Soft Skills** – Communication, analytical thinking, team leadership, cross-cultural collaboration
- **Administrative and Office Support** • **Business Acumen** • **Event, Travel & Meeting Coordination** • **Leadership & Collaboration** • **Project Management** • **Strong Verbal and Written Communication Skills**

PROFESSIONAL EXPERIENCE

Administrative Assistant, Corporate Administration, 09/2024 - Current

St Lucia Electricity Services Ltd – John Compton Highway, Castries

- Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Maintained confidentiality of sensitive information by adhering to strict privacy policies and implementing secure filing systems.
- Delivered excellent customer service through prompt responses to client inquiries, addressing concerns effectively, and building strong relationships.
- Ensured accurate record-keeping with diligent data entry and database management for vital company information.

- Promoted a positive work environment through effective communication skills and fostering professional relationships among colleagues.
- Improved document organization with thorough file maintenance, archiving outdated records as necessary for efficient retrieval when needed.
- Coordinated office supply inventory management, proactively ordering necessary items before depletion to avoid workflow disruptions.
- Supported executive staff through scheduling meetings, coordinating travel arrangements, and preparing crucial documents.

Customer Service Representative, 08/2009 - 08/2024

St Lucia Electricity Services Ltd – Soufriere, Vieux-Fort, Rodney Bay

- Developed and updated spreadsheets and databases to analyze service delivery KPIs, improving decision-making by senior leadership.
- Designed client service tracking forms that reduced data errors by enhancing reporting accuracy.
- Generated weekly performance reports while working on a remote team, used to inform strategic planning and regulatory compliance.
- Supported process automation initiatives such as ZOHO Desk Training.
- Acted as **Branch Supervisor** (2020, 2021, 2023), managing performance of a blended workforce and using data to monitor productivity.

Dietary Assistant, 05/2008 - 07/2009

St Jude Hospital – Vieux-Fort, St Lucia

- Collected and analyzed patient nutrition data to ensure compliance with physician and dietician recommendations.
- Developed daily reports on patient dietary needs, ensuring accuracy and adherence to quality control standards.

Office Clerk/Money Gram Agent, 01/2008 - 03/2008

Going Places Travel Company – Vieux-Fort, Saint Lucia

- Administered clerical support through data entry, document management, email correspondence and overseeing operation of office equipment.
- Processed customer transactions and generated financial reports, ensuring compliance with regulatory standards.

Outpatient Clinic Coordinator, 04/2006 - 07/2007

University College London Hospital – London, United Kingdom

- Exceeded call center goals by managing over 50 patient calls per day, with highest call average among team, through effective task prioritization and great work ethic.
- Managed patient databases and ensured appointment scheduling efficiency.

- Analyzed referral data to expedite cancer patient appointments, aligning with NHS policy on waiting time limits.
- Organized and coordinated Orthopedic patient booking list for Orthopedic consultant.

PROFESSIONAL HIGHLIGHTS / CAREER ACHIEVEMENTS

Career Highlights:

- Leadership Award 2023.
- Given the opportunity to act in the capacity of Rodney Bay Branch Supervisor, entrusted with the responsibility to manage satellite office team of blended staff of varying ages, sex and backgrounds, in 2020, 2021 & 2023.
- Served on Spotlight Award Selection Committee 2025, LUCELEC 60th Anniversary Committee 2025, Customer Service Planning Committee in 2019 and 2021,
- 2022 Customer Excellence Award & Fun Awards-"Duct Tape Award" & "Champagne Award"
- Awarded Customer Service Employee of the 4th Quarter-October 2021
- Awarded 2018 Innovation Award -For Process Improvement Expertise.
- Performance reviews repeatedly attest to strong oral and written skills.

EDUCATION

Bachelor of Science: International Management, Expected in 2027

University of The West Indies - Global Campus

Digital Skills Certificate- UWI & OECS Advanced Digital Skills - Empowering for Success in the Workplace (Pending October 2025)

Google Certificate- Google Data Analytics Professional Certificate (Pending October 2025)

Certificate- Business Administration And Management Completed Professional Development in Supervision Skills – Managing Groups and Employee Interaction

Accreditation: Continuing Professional Development (CPD UK)- Alison Online Learning, December,2022.

Diploma- Completed Professional Development in Administrative Procedures and Support in the Office.

Accreditation: Continuing Professional Development (CPD UK)- Alison Online Learning, March, 2022.

Certificate- Continuing Professional Education in Project Management-UWI, August 2021

Certificate-Continuing Professional Education in Supervisory Management-UWI, June 2020

Associate Degree, Food & Beverage Management – Sir Arthur Lewis Community College, St. Lucia-2004