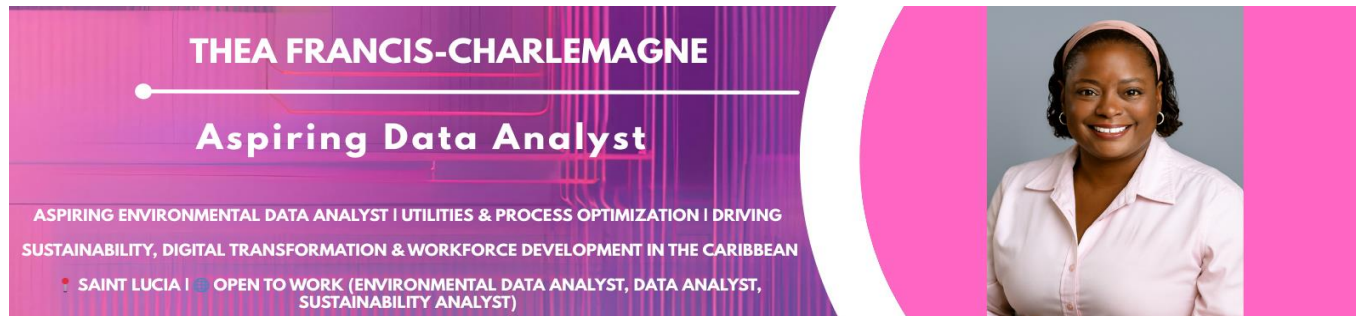


Sample LinkedIn Profile:



About

I help organizations transform operational data into actionable insights that support sustainability, renewable energy, and climate resilience. With 15+ years in utilities and operations, I am now advancing my career in Environmental Data Analytics through certifications in Power BI, SQL, and GIS. Currently, I'm upskilling with Google Data Analytics, Power BI, and GIS mapping to strengthen my ability to turn complex data into clear, actionable insights. My passion lies in applying analytics to support climate resilience, renewable energy, and digital workforce development across the Caribbean.

Experience

St. Lucia Electricity Services Ltd. (LUCELEC)

Customer Service Representative | 2009 – Present

- Built and maintained databases and Excel dashboards to track KPIs and performance trends.
- Produced weekly service reports, supporting evidence-based planning by management.
- Designed client tracking systems that reduced data-entry errors by 25%.
- Applied trend analysis to reduce customer complaint resolution time by 30%.
- Acted as Branch Supervisor (2020, 2021, 2023), using data to monitor productivity and service outcomes.

Key Achievements:

🏆 Innovation Award (2018) | 🏆 Customer Excellence Award (2022) | 🏆 Leadership Award (2023)

St. Jude Hospital

Dietary Assistant | 2008 – 2009

- Analyzed patient nutrition data and developed daily dietary reports to ensure compliance with quality standards.

Going Places Travel Company

Office Clerk / MoneyGram Agent | 2008

- Processed financial transactions and prepared compliance reports for internal audits.

University College London Hospital (UCLH)

Outpatient Clinic Coordinator | 2006 – 2007

- Managed patient scheduling and referral databases.
- Conducted referral data analysis to expedite cancer patient appointments in line with NHS targets.

Education

🎓 BSc, International Management (in progress, expected 2027) – University of the West Indies, Global Campus

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

Licenses & Certifications

- Microsoft Excel 2019 – Level 1 | Advantage Caribbean Institute
- Diploma: Business Administration & Management | Alison
- Certificate: Health & Safety in the Workplace | Alison
- CPD UK Professional Development: Project Management & Supervisory Management
- Currently pursuing: Google Data Analytics Certificate (Coursera), Power BI Training, GIS Mapping (ArcGIS/QGIS)

Transferable Skills

- Data Analyst
- Power BI

- Tableau
- SQL (Beginner)
- Excel (Advanced)
- KPI Dashboards
- GIS Mapping (ArcGIS/QGIS – in progress)
- Sustainability Analytics
- Process Optimization
- Project Management
- Leadership
- Customer Insights
- Regulatory Compliance
- Workflow Improvement
- Communication & Collaboration