

Detail-oriented Enterprise Risk Management professional with a robust academic foundation and hands-on experience in proactively identifying, assessing, and mitigating risks. Known for cultivating strategic relationships and driving growth in the hospitality sector. Adept at promoting corporate integration and teamwork, utilizing unconventional risk management approaches to enhance the bottom line. Proficient in producing actionable insights for executive decision-making. Seeking opportunities to leverage my expertise in risk management to contribute to organizational success.

Areas of Expertise

- ◆ Enterprise Risk Management
- ◆ Strategic Partnerships
- ◆ Project Management
- ◆ Problem Resolution
- ◆ Risk Assessment
- ◆ Regulatory Compliance
- ◆ Data Research & Analysis
- ◆ Cross-functional Collaboration
- ◆ Interpersonal Communication

Professional Experience

Destination Manager | Smart Content Solutions USA Inc, Coral Gables, FL

2022 – Present

Cultivate robust ties with local and regional partners in lifestyle, business, and leisure sectors.

Formulate strategies and suggestions for elevating visibility and positioning of Lokalee and other hospitality software solutions by at-visions GmbH.

Establish community and regional networks to disseminate comprehensive knowledge of product advantages, added value, and competitive edge.

- Pioneered hospitality solutions in Caribbean region in close collaboration with respective Ministries of Tourism.
- Established strategic partnerships throughout region to drive growth and development in hospitality sector.
- Lead the project installation of Information Technology solutions with regional hospitality partners

Risk & Insurance Officer | Sandals Resorts International, Montego Bay, Jamaica

2017 – 2022

Successfully developed enterprise risk management framework including tools, practices and policies to analyse and report enterprise wide risks and manage these risks accordingly.

Engaged with stakeholders across business units to enhance and drive consistency across the firm's risk management process.

Used data analytical and visualisation tools to enable granular data driven risks analysis and offer quantitative analysis to executive leadership for consideration.

Developed frameworks and guided the process of risk assessments on hotel operations to ensure compliance with policies, procedures and regulation and determine whether risk tolerances are in line with organisation's risk appetite.

Managed all insurance policies for Group entities across diverse industries, including tour operation, automotive, car rental, and hospitality including global commercial property, workers' compensation and general liability insurance policies.

Managed all aspects of the insurance claims process including workers' compensation, general liability, commercial property and business interruption.

Worked closely with insurance captive, adjusters, brokers and attorneys to resolve claims efficiently and effectively

Oversaw and managed all incidents ensuring proper documentation and reporting of each

- Supported cross-functional risk management initiatives across various risk domains and business units.
- Spearheaded cost reduction initiatives through in-depth analysis to maximize insurance coverage.
- Led a comprehensive restructuring of the health insurance program, mitigating macro risks.
- Efficiently increased insurance reserves by proactively managing insurance claims notification, documentation, and settlement.

Additional Experience: Accounting Associate | Guardian General Insurance Jamaica Limited, Montego Bay, Jamaica 2013-2017

Education

Student of MSc – Enterprise Risk Management | Boston University, Boston, MA

2018 – 2022

- Acquired comprehensive understanding of enterprise risk management principles and frameworks.
- Developed advanced analytical and quantitative skills for assessing and mitigating risks.
- Gained expertise in identifying, evaluating, and prioritizing risks within complex business environments.
- Learned to apply industry-specific risk management strategies and best practices.
- Acquired knowledge of corporate risk transfer mechanisms.

Student of BSc – Actuarial Science | University of the West Indies, Mona Campus Kingston, JA

2010 – 2013