

CHRISTINA D. PLUMMER

Address: 3 Lejune Avenue, Keystone, Spanish Town, St. Catherine

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Job Objectives:

- To obtain a job where my skills, knowledge and abilities can be fully utilized for the mutual growth and development of the person/s who I may come in contact with or interact with on a daily basis.
- To make a meaningful contribution to the sustainable development of the organization and aid in achieving the organization's goals while enhancing my personal and professional skills.

Profile

- Proficient in Microsoft Suite of Products
- Ability to motivate people and portrays good interpersonal and organizational skills
- A professional and committed team player, with a positive attitude
- An energetic and reliable individual with great leadership skills
- Skilled at learning new concepts and demonstrates an excellent work ethic
- A customer focused individual who possesses good written and oral communication skills
- Ability to work independently and in a team-based environment with great time management skills

Professional Experience

Victoria Mutual Building Society

(Feb 2022 - Present)

Assistant Manager Card Issuing Portfolio Solutions- Card Services

- Monitor product escalation issues, investigate client requests for product maintenance and ensure that queries are being responded to within SLA and, as required, outline findings/recommendations for approval.
- Assist with ensuring that product information disseminated via customer facing channels (such as pricing, features, benefits, T&Cs) are current and in alignment with card association mandates.
- Assist with reviewing the issuing portfolio performance and preparing periodic reports on profitability and segmentation as needed.
- Assist with identifying, reviewing, and recommending accounts for credit limit increases, product upgrades and BTL promotions.
- Track offers and reward value propositions against system configurations to ensure results and timing for implementation and expiration are as scheduled.
- Ensure account and transactions selected for campaigns and offers are aligned with eligibility criteria.

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- Review rewards programme reports to ensure that enrolment, registration, deregistration, points utilization and earn rates are aligned with defined rules.
- Assist with defining campaigns and initiatives, related value propositions and KPIs to drive portfolio growth and profitability.
- Prepare and present scheduled reporting on campaign performance against KPIs.
- Maintain the calendar of scheduled campaigns and report on timelines for in progress, upcoming dates, and action items required for successful execution of each initiative.
- Review bonus points allocation for active campaigns to ensure that the points are allocated to eligible cohort and based on eligible transactions.
- Monitor and report on early activation initiatives to ensure that offers are completed, and reminders are dispatched according to plan.
- Participate in product conceptualization, definition, enhancement, and pricing review projects as required.
- Maintain current market information for input on competitor analysis presentation(s).

Victoria Mutual Building Society

(Feb 2019 – Jan 2022)

Project Coordinator- Programme Management Office

- Plan and coordinate project activities for timely completions.
- Interact with various teams to coordinate project activities.
- Play a supporting role to the Project Manager in the delivery of specific requirements including delivery of presentations, chairing meetings and producing project related documents.
- Assist Project Manager(s) in the drafting of project proposals, Request for Proposals (RFPs), budgets, tenders and schedules.
- Liaise with key stakeholders to ensure consistent communication of project deliverables.
- Track the progress and delivery of work being completed by Team Members.
- Communicate effectively and in a timely manner all project information to the client(s) and project team.
- Update the Project Manager and key stakeholders regarding the project status, changes, issues and risks which may have an impact on deliverables.
- Utilize project scheduling tools to monitor project plans, work hours and budgets.

Victoria Mutual Building Society

(Feb 2018 – Jan 2019)

Junior Project Administrator- Programme Management Office

- Assist Project Manager in the delivery of specific requirements which includes monitoring project plans, work hours, budgets and expenditures by utilizing project scheduling tools.
- Manage contracts and ensure that all invoices are signed by the Project Manager and/or Head of PMO and the Project Sponsor for payment.

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- Stores and manages project documentation both electronically and in hard copy including shared folder management and version control.
- Prepare agenda and meeting notes for project team meetings and senior executive committee meetings.
- Organizes meeting location and confirms attendance as required

Victoria Mutual Wealth Management Settlements Officer- Operations Department

(Jul 2017 – Jan 2018)

- Facilitate Treasury settlements, cash flow management and electronic funds transfer (EFT) in a prompt and efficient manner.
- Liaise with counterparties in relation to all daily settlements
- Process all authorized funds transfer and follow up these transactions prior to end of day to ensure all transfers are successfully completed in accordance with settlement policy.
- Maintain a complete and current database of settlement details with approved counterparties.
- Assist and support the Treasury officer in maintaining the system for managing payments.

Educational Background

The University of the West Indies- Mona, Jamaica (2020-2022)
MBA, General Management

The University of the West Indies- Mona, Jamaica (2014-2017)
Bachelor of Science, Management Studies- General (Honours)

The Queen's School (2007-2014)
Associate Degree in Business Studies (Honours)

Professional Skills and Certifications:

- Harvard ManageMentor (2023) - *Harvard*
- Successful New Manager (2022) - *Harvard*
- Intermediate Portfolio Management (2022) - *VISA*
- Introduction to Portfolio Management (2022) - *VISA*
- Certified Associate in Project Management - CAPM (2021) - *PMI*
- The Fundamentals of Digital Marketing (2020)- *Google*
- Principles and Practices of Project Management (2019) - *UWI*
- Supervisory Management (2019) – *UWI*
- Feelings for Professionals (2019) – *SQI*

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- Business Spanish for Beginners (2019) - *UWI*
- Event Planning and Management (2018) - *CARIMAC*
- Business Negotiations (2017) – *UWI*
- Change Management (2017) – *UWI*

Projects involved in:

- Launched International Credit Cards- Victoria Mutual Building Society (2018-2022)

Honours and Activities:

- Justice of the Peace (2021)
- Project Management Institute (Member) (2020)
- Governor General's Achievement Award for Excellence (2019)
- Victoria Mutual Building Society Event Planning Committee (Member) (2018-2019)
- Prime Minister's Youth Award Nominee for Excellence in Leadership (2017)
- UWI Premier Female Award for Leadership (2017)
- Represented Jamaica at the Caribbean Youth Leaders' Summit in Belize (2016)
- Youth Parliamentarian – Minister of Foreign Affairs and Foreign Trade (2016)
- Youth Ambassador of Jamaica to CARICOM in St. Vincent and the Grenadines (2015)
- Youth Speaker for WLI International Women's Day Conference 2016
- Deputy Department Representative- Mona School of Business and Management (2016)
- Youth Representative for the SDC Policy Planning Committee (2015)
- Youth Representative for the Anglican Diocese Policy Planning Committee (2014)

References:

- Available upon request.