

Anthea Francis

5141 Lake Nina Drive
Orlando, FL 32810
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(340)227-8937

Summary of Qualifications

- Highly ambitious business professional with over six years of combined experience in analytics and administrative support
- Hands on experience with large data sets
- Highly skilled at creating effective organization and filing systems
- Proficient in Microsoft Excel, Word, PowerPoint, Outlook, and Access
- Excellent verbal and writing communication skills and a demonstrated willingness to work in a team environment with diverse staff.

Experience

City of Orlando- Minority & Women Business Enterprise & Blueprint
Office Specialist

Orlando, FL
May 2017-Present

- Perform intake and screening of registrants for employment, training and supportive services
- Maintain appointment and intake log
- Perform lead data entry role for company database, revising existing records in the database
- Establish and maintain a comprehensive filing system
- Maintain employment applications, job orders and other related records
- Perform a variety of administrative support work including filing, typing, and responding to request for information and inquiries
- Prepare routine summary reports

Cane Bay Partners, VI LLLP
Risk Analytics Specialist
Fraud & Reporting Analyst
Reporting Specialist II
Credit Risk Analyst I
Credit Risk Intern

Christiansted, USVI
July 2016-December 2016
July 2015-July 2016
July 2014- July 2015
June 2013-July 2014
August 2012- May 2013

- Perform ad hoc analyses to assess risk of a wide variety of business aspects, and provide valuable feedback and/or recommendations to department head
- Produce, manipulate and maintain reports which analyzes various business trends and employee performance across several departments
- Run queries daily, and analyze output to identify fraudulent applications and distribute a report with findings
- Create queries to retrieve data on an ad-hoc basis from major databases, depending on the business request
- Identify, analyze, and interpret trends or patterns in complex data sets
- Analyze various marketing campaigns to determine efficiency and make recommendations based on findings to optimize performance

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- Manage company's incentive program across operations, marketing, and collections department
- Monitor operations dashboard and notify upper management of any alarming changes
- Train new department employees on reporting processes and business strategies
- Performed general administrative tasks

University of the Virgin Islands

Admissions Assistant

Kingshill, USVI

April 2010-June 2012

- Perform general office duties required to keep company efficient
- Prepare essential student documents while maintaining confidentiality
- Organize documents for easy access
- Oversee front-office operations and provide excellent customer service
- Assist Admissions department in obtaining student documentation to complete student files.
- Discuss accreditation, placement assistance, and student services with each prospective student and keep the highest levels of integrity and intelligence regarding school and programs
- Update and record student data in the database

Education

University of the Virgin Islands

August 2008 - December 2012

Bachelor of Arts, Business Administration

Concentration: Computer Applications

Kingshill, USVI