

## Kerwin Jorvan JnoBaptiste

Canefield  
Roseau  
Commonwealth of Dominica  
767-612-3538  
ed@dominicachamber.com

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D.O.B. February 5, 1991

### Professional Objective

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To acquire skills and resources toward a career in the field of Management, while making a significant contribution to my employers and the lives of my colleagues.

### Professional Experience

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2023 – Present

**Dominica Association of Industry and Commerce – Executive Director**

- ✓ Oversee the general finances of the Association
  - ✓ With the approval of the Treasurer, develop an annual budget for the Association's operations that delineates projected revenues and expenses and a projected net profit as appropriate.
  - ✓ Lead, direct and develop the Association's fund-raising strategies and capital campaigns.
  - ✓ Identify and develop revenue generation programs and events e. Oversee organization of the Association's programs and events f. Monitor the Association's fiscal condition
  - ✓ Oversee the day-to-day operations of the Association, including management of programs, staffing, membership and marketing efforts; h. Work with the Subcommittee Chairs and President to prepare agendas and materials for Sub Committees and Board of Directors of the Association (hereinafter referred to as 'the Board') meetings;
  - ✓ Attend the Association Sub Committees and Board meetings;
  - ✓ Record and submit minutes of the meetings of the Sub Committees and Board meetings within ten (10) working days of each meeting;
  - ✓ Develop goals, objectives and long-range plans for recommendation to the Board;
  - ✓ Serve as the principal spokesperson and ambassador for the Association
  - ✓ Represent the Association at business and community events, meetings, committees, etc. with reports being submitted within fifteen (15) working days of any such representation, or seek a representative from the Board if unavailable;
  - ✓ Build partnerships with other local, regional and international organizations;
  - ✓ Advance the policies, goals, objectives and long-range plans of the Association;
  - ✓ Assure that the Association's priorities are responsive to member needs and serve to advance Dominica's economic welfare;
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- ✓ Maintain open communication with the Board and work with the Board in the governance of the Association;
- ✓ Bring issues to the Board in a timely fashion;
- ✓ Implement a marketing plan for the Association to assure a positive image to all stakeholders;
- ✓ Develop and maintain a positive and helpful relationship with governmental agencies and neighbouring Chambers of Commerce; u. Report directly to the President, promptly, the status of matters or activities of the Association, including communications received;
- ✓ Ensure that the Association's office is manned at all times during the hours of business of the Association unless other arrangements are approved by the President; or in his absence, the Vice President; w. Perform any additional duties as assigned by the Board of Directors or President.

**2018 - 2023**

### **Discover Dominica Authority - Events Assistant**

- ✓ Book entertainment, and vendors and secure tickets
- ✓ Write text, communicate design direction, and assist in the editing and review process of all event materials including but not limited to event fact sheets, solicitation letters, save-the-dates, invitations, events journals, or programs
- ✓ Manage event mailings and coordinate and track follow-up to confirm support
- ✓ Facilitate data entry of event responses and track event income
- ✓ Compile and maintain guest lists for all prep meetings and actual events
- ✓ Develop and maintain event budgets and prepare financial reports
- ✓ Secure bills from all outside vendors for review and payment
- ✓ Coordinate production meetings with caterers, event designers, and venue contacts
- ✓ Manage contracts with venues, vendors, and artists
- ✓ With guidance, work with vendors to plan settings and organization
- ✓ Provide on-site management of events
- ✓ Provide additional support to the Festivals Committee as needed
- ✓ Develop and prepare presentations for inhouse and outside meetings
- ✓ Work alongside a team in the implementation of problem-solving practices
- ✓ Provide advice and key points for the destination marketing and communication plans
- ✓ Manage and implement press conferences
- ✓ Assist FEM in the implementation and execution of national festivals which includes Miss Dominica, Jazz 'n Creole, and the World Creole Music Festival.
- ✓ Develop new products and experiences to increase visitor arrivals.
- ✓ Effectively manage products with minimal setbacks

**2015 – 2019**

### **Clear Harbor – Customer Service Trainer and Supervisor**

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- ✓ Plans, conducts, coordinates, and implements a training program for staff.
- ✓ Prepares new representatives by conducting orientation to sales and service processes; developing individual coaching plans; providing resources and assistance; scheduling orientation and ongoing training
- ✓ Determines training needs by observing sales and service encounters
- ✓ Improves training effectiveness by developing innovative approaches and techniques
- ✓ Develop and provide key performance metrics to clients

### **2013 – 2015 Clear Harbor – Customer Account Executive**

- ✓ Manage enormous amounts of inbound and outbound calls promptly
- ✓ Follow communication “scripts” when handling different topics
- ✓ Identify customers’ needs, clarify information, research every issue, and provide solutions and/or alternatives
- ✓ Seize opportunities to upsell products when they arise
- ✓ Build sustainable relationships and engage customers by taking the extra mile
- ✓ Frequently attend educational seminars to improve knowledge and performance level
- ✓ Meet personal/team qualitative and quantitative targets

### **Education & Training**

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**2022 – Present Oxford Graduate College**  
Bachelor of Arts (Hons) in Business Administration

**2022 – 2023 University of the West Indies**  
Festivals and Carnivals Accelerator Program (F&CAP).

**2021 – 2022 Malta, Institute of Tourism Studies**  
Diploma in Climate-Friendly Travel

**2010 – 2012 Dominica Festivals Committee – Internship Program**  
Assisted with the organization of the following events:

- ✓ World Creole Music Festival (WCMF) from 2010-2012
  - ✓ Carnival Celebrations from 2011- 2012 (Opening Parade, Ms. Dominica, etc.).
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**2009 – 2012**     **Dominica State College**  
Associate Degree in Tourism and Hospitality Studies

**2002 – 2008**     **Portsmouth Secondary School**  
Caribbean Examination Council (CXC) General Proficiency Passes

#### Certificates:

- ✓ Dominica Public Service Training Center- Proposal Writing
- ✓ The Sun Program- Climate Friendly Travel Diploma
- ✓ Oaktreez Inc- Production Assistant Advanced Skills Training
- ✓ Fiverr- Social Media Content Strategy
- ✓ Fiverr- Social Media Analytics
- ✓ Fiverr- SEO Fundamentals: The Ultimate Framework
- ✓ Fiverr- Viral Marketing: 7 Secrets to Promote Any Product

#### Extra-Curricular Involvement & Achievements

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##### National Ambassador

- Mr Caribbean 2019 In Trinidad and Tobago - 2<sup>nd</sup> Runner up, Mr Photogenic
- Mr GQ Caribbean 2019 In St. Kitts and Nevis – 2<sup>nd</sup> Runner Up

##### Sport

- Received Sports Achievement Award at High School Graduation (2008 Athlete of the Year)

##### Arts & Culture

- *Sixth Form Sisserou Singers* (2009 – 2022)
- *Afri-Kulture Stilt Walkers* (2010 – Present)

##### Charity

- Clear Harbor Cares Inc. (2014-2018)

##### Other Skills

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- Ability to multi-task
  - Certificate in Proposal Writing
  - Excellent time management and organizational skills
  - Computer literate (Internet, Windows XP, Apple/MAC, Outlook, Word, Excel, PowerPoint)
  - West Indian culinary expertise (worked with Orchard's Restaurant in Roseau and International River Side Restaurant in Portsmouth)
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## Referees

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### **Daphne Vidal**

Project Officer  
Discover Dominica Authority  
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### **Marva Williams**

Marketing Manager  
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### **Marja Stedman**

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