

# Curriculum Vitae'

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## Current Position

A well rounded, results oriented Small Business General Manager with a diverse range of proven experience in: Administration; Quality Control, Development and Implementation of Standard Operating Procedures, Project Management, Growth Development Strategy, Marketing, Public Relations, Customer Relations, Purchasing, Logistics, Sourcing and Contract Negotiations.

## Career Objective

To further develop my business skills, by embracing a more challenging role.

## Skills and Experience:

### **2004 - Present General Manager, Northrock Water & Ice Ltd. (Manufacturers & Distributors of Purified Drinking Water & Ice.)**

- Perform General Management functions and oversee daily operations of staff, facilities, systems, vehicles and machinery.
- Establish and maintain monthly budgets for continuous uninterrupted flow of business function.
- Establish annual Strategic goals for continued development of company.
- Liaise with Government Departments in securing, Work Permits, Duty exemptions, Crown Land Acquisition, Annual Health Certificates, Business licenses etc.
- Established Purchasing System and other Services to ensure consistent delivery of quality control and cost reduction strategies.
- Conduct on-going "In house" staff training to ensure a safe working environment, a quality product and governmental compliance.

### **1999-2004 Business Manager Trilogy Resource Group-**

- Performed General Management duties and day-to-day supervision of business.

### **1992-1999 General Manager - Changes Salon... Hamilton, Bermuda. Full Service Unisex Beauty Establishment, catering to the enhancement of men and women.**

New organizational strategies utilizing 'in house', local and overseas training rendered more effective marketing; inventory system; and return on investment. New policies and procedures, (inclusive of a "no wait" service system) resulted in growth of business from staff of two (2) to staff of fourteen. Supervised three facilities expansions to support new growth.

**1985-1990 Syntex Pharmaceuticals - Buyer/Senior Buyer**

- Developed monthly savings of up to \$155,000, through restructuring and negotiation of purchasing strategies.
- International Procurement and Contract Negotiation.
- Vendor Auditing and Quality Control inspection.
- Chaired biweekly production scheduling for the assurance of timely shipments.
- Directed Shippers, Customs Brokerage and Agents relating to international shipments and supplies.

**Other Professional Experiences:**

*Designed and conducted seminars and workshops on Professional Image Management and Business Etiquette as it impacts career development for a myriad of small businesses both local and abroad. Lecturer: Business Management courses for The College of The Bahamas - Abaco Campus and Success Training College, Abaco Campus, Bahamas.*

**Education, Certification and Membership:**

**Masters Degree: Management- (Webster University, USA.)**  
**Masters Degree: Human Resources Dev. - (Webster University, USA)**  
**B.A. Communications (emphasis Public Relations)- (Wilfrid Laurier University, Ontario, Canada).**

**Professional Image Consultant: ( The London Image Institute, Atlanta, Ga, USA**

**Former Board of Director- The Abaco Chamber of Commerce, Bahamas.**

**Former Business Member- Friends of the Environment, Marsh Harbour, Abaco, Bahamas**