

# **Loiden Kenneth Henry**

Revenue Manager

### Profile

Integrity, identity and self-worth are some of the fundamental things I hold dearly. Emerging into the world of work at the age of 19, I have had the privilege of being employed in the private and public sector. Adding value to my life and helping others to realize their potentials has always been an embedded principle of mine. "The ultimate measure of a man is not where he stands in moments of comfort and convenience, but where he stands at times of challenge and controversy. The true neighbor will risk his position, his prestige, and even his life for the welfare of others." Dr. Martin Luther King. This quote encapsulates the type of person I am and strive to maintain. At the end of my days, I would like to be remembered as someone who was M.A.D (Made a difference).

# Employment History

#### Revenue Manager at Guyana Water Inc., Georgetown

March 2017 — Present

As the Revenue Manager, my primary mandate is to strategize and facilitate the collection of water rates. Managing 60 staff on a daily basis, ensuring customers water meters are read and billed on accurate water consumption. My department facilitates customer's queries, new service applications and re-connections of water services. Perform database management and data cleansing, to ensure the records of 28 thousand plus accounts are kept in pristine condition. This ensures Guyana Water Inc. reduces waste and non-revenue water by reducing instances of illegal connections, which may diminish the integrity of the network. As the Revenue Manager, I am afforded humble opportunities to give council and guidance to customers and staff. In such a dynamic entity as the Guyana Water Inc. it pushes you as an individual to be well rounded in order to adapt to the changing demands.

# Assistant Manager at Metro Office & Computer Supplies, New Amsterdam

November 2014 — March 2017

My primary responsibility as an Assistant Manager was to directly manage and coordinate staff and resources to produce high sales yields, problem solving and general staff welfare. Assess and formulate new initiatives/procedures which best helped the business to be efficient. Managing of petty cash float and the payment of salaries and allowances of permanent and temporary staffs. Collecting, logging and distribution of fixed assets to the different departments. Daily opening of the office and preparation for new workday. Generation of financial and stock balance report for submission at Managers meeting and CEO's quarterly report. Assisting with the collection of Accounts receivables and customer call-up.

# Personal Secretary at Grace Temple Assembly of God, New Amsterdam

October 2010 — October 2014

As the pastor's secretary my responsibilities included the drafting of letters of recommendations, typing of sermons and the preparation of official documents for the procurement of goods and services. Other responsibilities included the collection, documentation and securing of fees generated by the church's Pre-school and Daycare. The remuneration of staff members, procurement of office, Daycare and pre-school supplies and preparation and payment of National Insurance Scheme contributions.

#### **Contact Details**

Lot 1271 Providence, East Bank Demerara, Guyana. 592-623-7801 loidenkennethhenry@gmail.com

Date / Place of birth.

28/11/1985 New Amsterdam Hospital

Nationality

Guyanese

#### Links

Linkedin Profile

His Voice Gospel Band

#### Skills

Computer Repair & Maintenance

Digital Photography

#### Languages

English

## **Hobbies**

Home improvement projects, cooking, photography, volunteering, singing, fitness/strength training.

# Customer Sales Representative at Digicel Guyana Inc., New Amsterdam

May 2008 — October 2008

As a customer sales Representative, I was tasked with the responsibilities of selling Digicel's Products and services in a bid to achieve departmental and organizational targets. Assisted the departmental manager to boost sales by providing promotional ideas and sales strategies, also functioned in the capacity of relief cashier and assisted in the generation of daily and monthly, financial and sales reports.

# Customer Sales Representative at UMobile Guyana Inc., New Amsterdam

March 2006 — October 2006

Tasked with the promotion and sale of mobile handsets, cellular cards and customer activation. As a customer sales representative it was my responsibility to aid in the achievement of daily and monthly sales targets. My secondary responsibilities as a bond clerk were to re-order, monitor and maintain stock as well as establish a minimum re-order level. Coordinate the dispatching and collection of damaged or repaired handsets.

# Bond Clerk at Metro Office & Computer Supplies, New Amsterdam

July 2004 — November 2004

By far the most dynamic experience for a first-time employment stint. My primary duties were to keep accurate records of stocks on hand, establish minimum re-order level and placement of orders once that level had been established. Unloading and verifying stocks delivered from the main bond, passing that information to the supervisor for inventory updating. I also had the opportunity to serve as relief cashier, graphics artist, photocopy operator and accounts clerk.

#### Education

#### Master of Business Administration, University of East London

July 2022 — Present (Pending Completion)

Currently completing the final two modules before community project can commence.

# Bachelor of Science in Public Management, University of Guyana

September 2008 — November 2012

Graduated with honors, with a GPA of 3.5 out of 4.0, after four years of intense theoretical and practical course work.

# Certificate (Introduction to Social Work 1 & 2), University of Guyana-I.D.C.E (Distant)

March 2004 — October 2004

Certificate in The Introduction to Social Work part 1 & 2, a pre-university preparatory

## High School Diploma, Berbice High School

September 1999 — September 2004

### Caribbean Examination Council (CXC)

- Mathematics Grade 2
- English Language Grade 2
- English Literature Grade 2
- Social Studies Grade 2
- Home Economics Management Grade 2
- Integrated Science Grade 3
- Information Technology Grade 3

### Certificate, St. Therese's Primary

September 1993 — August 1999

Primary School Certificate-Common Entrance (National Crade 6 Examination)

#### Research

#### Research, New Amsterdam

July 2012 — August 2012

Highlighting the current taxation system being utilized by the New Amsterdam Mayor and Town Council. (Individual Research Project), as part of the bachelor's degree in public management at the University of Guyana.

#### Research, Suriname/Guyana

July 2010 — July 2010

Comparative analysis of Solid Waste Management Systems employed by Guyana and Suriname Municipalities. (Group Research Project), 2010, as part of the Diploma in Public Management programme at the University of Guyana.

#### Extra-curricular activities

#### **Survivors Unity**

November 2023 — Present

A committee member of the Non-Governmental Organization, established to provide wholistic support to accident survivors and their families. A collaborating partner of the Guyana Road Safety Council, we work to sensitize the population of the long-lasting effects of improper road usage.

#### Life in Focus-Podcast

February 2023 — Present

A podcast geared at dissecting pertinent and current topical issues with the aim of providing wholistic and practical directions and resolution. Life in Focus, "where real conversations lead to better solutions".

#### Stand With Me- Foundation

March 2022 — Present

A committee member of Non-Governmental Organization established to aid amputees to acquire the necessary resources, inclusive of prosthetics in a bit to foster mobility and continuity of a normal life.

### Rotary Club at Rotary Club of New Amsterdam, New Amsterdam

February 2020 — Present

Recently inducted as a member of The Rotary Club of New Amsterdam, I am honored to be in a position to give back to my community and Country.

### Band Leader/ Co-Founder at Self Employed (NGO), New Amsterdam

March 2014 — July 2020

·As a Gospel Band, we spread positive vibes, encouragement and the gospel to all who are willing to accept and receive our message.

# Internships

# Work Study (Intern) at Bermine (Berbice Bauxite Mine), New Amsterdam

August 2003 — September 2003

Attached to the ICT department of the Berbice Mining Corporation, I was first exposed to the computers, their operation and maintenance.

# Courses

### Introduction to Computers, Victoria Commercial & Computer School

July 2000 — August 2000

### Career Guidance Seminar, Rotary Club of New Amsterdam

October 2002 — October 2002

# **Customer Service, Berbice Chambers of Commerce and Development Association**

April 2004 — April 2004

# Leadership Development & Leadership Competency Seminar, Zoywins Consultancy & Training Institute

October 2018 — October 2018

## **¶** References

**Avia Lindie from Metro Office & Computer Supplies** 

aviamaria@yahoo.com · 5926423356

Marlon Daniels from Guyana Water Inc.

marlond@gwi.gy + 5926204252

**Rev. Doreen Henry from Grace Temple Assembly of God** 5926185794

Mr. Alex Foster from St. Francis Community Developers

sfcdguyana@yahoo.com · 5926167562 or 5923374090