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United States

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Objective:

Multilingual professional with a background in interpretation, language teaching, and customer service. Seeking a position that utilizes my language skills, teaching experience, and proficiency in customer service, while also allowing me to contribute my knowledge in web development.

Education:

Haiti High School Diploma, 2013-2014, 2014-2015

- Completed secondary education with a focus on mathematics, sciences, languages, and social sciences. This well-rounded education provided me with a solid foundation in various academic disciplines, fostering critical thinking, problem-solving, and analytical skills.

Experience:

Customer Service Representative/Interpreter, Permex Mexico, Tapachula, 2021-2022

- Provided excellent customer service and served as a reliable interpreter for immigrants, utilizing fluency in French, Spanish, Portuguese, and English
- Assisted with the smooth communication and understanding between immigrants and staff members
- Handled inquiries, resolved issues, and ensured a positive and welcoming environment

Language Teacher, Siloe College, Haiti

- Designed and delivered language classes in English and Spanish, incorporating interactive teaching methodologies and materials
- Facilitated student engagement and progress in language learning, emphasizing listening, speaking, reading, and writing skills
- Created a supportive and inclusive classroom environment for effective learning outcomes

Skills:

- Fluent in French, Spanish, Portuguese, English, and Haitian Creole
- Strong interpersonal and communication skills in multicultural settings
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint)
- Basic knowledge of web development technologies including HTML, CSS, JavaScript, Bootstrap, React, Sass and Tailwind CSS
- Familiarity with GitHub version control

Projects:

- Developed a personal website using HTML, Tailwind CSS, React and JavaScript to showcase language skills and teaching experience

Additional Information:

- **Volunteer Work:** I had the privilege of volunteering with Compassion International in Haiti, an organization dedicated to empowering children in need. As a volunteer, I actively participated in various programs aimed at improving the lives of children and their families. I had the opportunity to assist in organizing community events, mentoring children, and facilitating educational workshops. Through my involvement with Compassion International, I witnessed firsthand the transformative impact that can be achieved through compassion, support, and education. This experience further strengthened my passion for community development and instilled in me a deep sense of empathy and commitment to making a difference in the lives of others.

- **Certifications:** Quality, Safety, and Environmental Techniques Training Course Ariztia Chile, June 2019

Explored best practices in quality management, including process improvement, quality control, and customer satisfaction.

- Studied workplace safety protocols, risk assessment, emergency response planning, and accident prevention measures.
- Learned about environmental protection strategies, waste management, sustainability principles, and compliance with environmental regulations.
- Acquired practical skills in implementing quality, safety, and environmental management systems to enhance organizational performance.
- Developed a strong understanding of industry standards and regulations related to quality, safety, and environmental practices.
- **Portuguese Language Course Centro Vida Humanístico, Porto Alegre**

- Completed an intensive Portuguese language course focusing on grammar, vocabulary, and conversation skills
- Developed fluency and proficiency in spoken and written Portuguese
- Enhanced cultural understanding and communication abilities through immersive language learning experiences
- Received certification of completion from Centro Vida Humanístico

References:

Available upon request