

Randolph Richard

The logo consists of the letters 'RR' in a white, serif font, centered within a blue square.

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SUMMARY OF QUALIFICATIONS

- Experiences delivering technical support and customer services as well as overall administrative support.
- Experience creating innovative concepts, designing products label by integrating various elements, Combining innovative thinking with logical design elements.
- Excellent sense of decision making, problem solving, judgment Skills, including growth strategies, management task, and business planning.
- Able to build and maintain lasting relationships with internal departments, key business partners, and customers.
- Ability to coordinate and organize meetings, Workshop, exhibits, and other events.
- Bringing excellence to internal or external clients by focusing efforts on discovering and meeting their needs with a positive attitude.
- Ability to examine and re-engineer sales operations, develop and implement new strategies.
- Highly motivated, enthusiastic with a strong work ethic to produce outstanding work results.
- Ability to supervise, lead and train employees, including organizing, prioritizing, and scheduling work assignments.
- Flexible and quick learner, open to change and enjoy development and Continual Learning opportunities.
- Strong Interpersonal and communication skills.
- Excellent teamwork and team building skills.
- Strong Sense of accountability, transparency and dependability.
- Firm Negotiation, conflict resolution, and people management skills.
- Able to effectively communicate both verbally and in writing.
- Fluently trilingual (English, French, Creole)

TECHNICAL SKILLS

- Design and develop front-end and back-end applications utilizing React.js, Node.js.
- Ensure the performance, quality, and responsiveness of applications.
- Develop software solutions by analyzing system performance standards.
- Develop and execute test procedures for software components
- Analyze user requirements to derive technical software design and performance requirements.
- Proficiency using operating systems: MAC, Windows
- Excellent knowledge of Microsoft suite (Excel, Word, PowerPoint)
- Experience in delivering graphic design services using Adobe suite (Photoshop, InDesign, Illustrator)
- Proficiency in operating various databases and ticket management systems.

PROJECTS

Created a Crypto Currency Blog

<https://cryptobuzz.herokuapp.com/>

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Nutrition search Website

<https://azuryte5.github.io/Nutrition-Sustenance-Value/>

Reliable Note Taker

<https://reliable-note-taker.herokuapp.com/>

Finance tracker

<https://finances-trends.herokuapp.com/>

Upark

<https://ur-parking.herokuapp.com/>

EDUCATION & ACHIEVEMENTS

CERTIFIED FULL STACK WEB DEVELOPER AT UNIVERSITY OF CARLETON

- HTML/CSS
- JavaScript
- Git and GitHub
- Backend / Frontend languages
- Web architecture
- HTTP and REST
- Database storage

PHOTOGRAPHY/VIDEOGRAPHY/GRAPHIC DESIGN – UNIVERSITY OF OTTAWA

BIOTECHNOLOGY – LA CITE

Followed established procedures to document test results.

Interpreted and kept an account of experiment results.

Maintained result and protocol records.

Troubleshoot biotechnical issues while working with local laboratory manager.

CERTIFIED STRENGTH COACH

Create strategies and solutions to help others learn, grow, develop and succeed using their strengths for greater productivity and wellbeing.

CERTIFICATE OF RECOGNITION (ART OF DIPLOMACY AND NEGOTIATION) | 2008 | SIMHANU

Skills: Analysis, problem solving, creativity, innovation and business strategy.

HIGH SCHOOL DIPLOMA | PETIT SEMINAIRE SAINT-MARTIAL COLLEGE

Diploma

PROFESSIONAL EXPERIENCES

SALES PROJECT LEAD/ TEAM LEADER-| MSI CORPORATION | 2018 – CURRENT

- Restructuring, leading and managing the sale department by Hiring, Coaching, motivating independent sales representatives covering Ontario, Quebec, British Colombia, Alberta territories.
- Communicating effectively with my team members and motivate them to perform at their best.
- Providing daily support and participating in the development of team members for Great result and Quality Focus.
- Developing and implementing sales strategies and tactical plans to increase sales to existing and new accounts and achieving corporate sales goals.
- Providing leadership, guidance and mentorship by participating in setting goals and priorities for team members to achieve weekly and monthly targets aligned with company strategies
- Sustaining Business Levels and positioning company for growth.
- Developing and managing strong working relationships with key customers and accounts and address customer concerns in a professional, proactive, productive and timely manner.
- Drive recruitment for assigned Project.
- Initiating and spreadheading customer loyalty program to increase customer retention, expand account base, and further build brand awareness.
- Generating and developing business reports related to sale project and activities including closing the sale based on company Target and Goals.

RESSOURCE ASSOCIATE | MSI CORPORATION | 2017 - 2018

- Escalation Queue, assisting agents and customers on their needs.
- Handling the service assurance email inbox, to make sure that all escalation is well taking care of.
- Training and coaching the newly hired agents, to get them ready for their are assigned task
- Call Listening, to assist the agent performance for further training and mentoring if need be.

CUSTOMER SERVICE REPRESENTATIVE – SENIOR AGENT /RA | MSI CORPORATION | 2016 - 2017

- Managing account activation requests and various technical orders.
- Understanding every department's critical functions and timelines.
- Resolving and identifying longstanding problems to substantially reduce complaints.
- Collaborating with support staff to maintain a detailed database to accurately proceed with orders.
- Delivering high-quality customer services that exceeded clients and technicians expectations.
- Analyzing and resolving technician's tasks with a high accuracy.

PHOTOGRAPHER | VIDEOGRAPHER | GRAPHIC DESIGN | SELF-EMPLOYED/PART-TIME 2005 - CURRENT

- Photography
- Videography
- Delivering various graphic design products using Photoshop , In Design, Illustrator.
- Designing logos, Business cards, Flyers, Posters, collaterals and advertisements for the clients.
- Attending client meetings and understanding their brand and promotion requirements.

- Demonstrating strong written and verbal communication skills to interact with clients and clearly understand their requirements.
- Creative abilities to come up with exceptional concept and promotional ideas.
- Suggesting innovative concepts and designs and get approval from the clients.
- Estimating the time required to complete the designs and sending quotes accordingly.
- Sending out the completed designs to the clients for feedback.
- Carrying out brain storming sessions to come up with new concepts and innovative ideas.

STORE MANAGER | AFRICAN QUEEN |

2012 - 2016

- Performed business analysis to sustain business levels and to position the company for growth.
- Requested client's feedback through the Customer Satisfaction Survey.
- Developed with the owner and creative team, company business cards, flyers and collateral materials.
- Provided exceptional customer service and negotiating discounts on Volume purchases for clients.
- Developed and implementing sales, tactical plans and strategies to achieve corporate sales goals.
- Attracted new clientele to store through the development of a full-service food and products department.
- Expanded product line, and special-order purchasing by implementing specialized sales methods.
- Prepared payroll reports answered phone queries and working on billing issues.
- Maintained the warehouse Inventory by making sure that store stocks are up to date.
- Coordinated business queries in a timely manner.
- Managed multiple branches of the company on acting assignment on behalf of the owner.

OFFICE CLERK | UNIVERSITY OF OTTAWA |

2011 - 2012

- Performed clerical duties including filing and inventory.
- Communicated with customers in order to provide general information
- Sorted and distributed incoming mail.
- Operated office machinery such as photocopy and fax machine.
- Developed and proofread outgoing correspondence.
- Greeted and directed walk-in customers.
- Filed, sorted and scanned documents as well as maintained accurate records of files.
- Made arrangements for storage of important office stocks and equipment.

OFFICE CLERK | SERVICE OF DISTANCE LEARNING - ONTARIO COALITION OF ADULT | 2012 - 2013

- Filed, sorted and scanned documents, created new files and folders.
- Front desk interaction via phone, email, letters and in person.
- Performed a variety of general clerical jobs and prepared and mail report.
- Answering phone calls and forwarding callers to appropriate staff members.
- Generated financial reports as well as scheduled appointments and meetings.
- Typed memos and correspondence and printed out critical information for distribution.
- Greeted and assisted visitors to the office in a courteous manner.

VOLUNTEER EXPERIENCES

HUMAN RESOURCES OFFICER | ENTRAIDE PAR LES PAIRS |
2011

2010 -

- Handled sensitive, confidential, and interpersonal matters adequately.

- Performed data entry and manipulated discrete information related to student relations, organization charts, performances, appraisals, issues, and other sensitive HR-related matters.

**OFFICE & ACCOUNTING CLERK | YJM AND ASSOCIATES |
2010**

2009 -

- Compiled and sorted mail, such as invoices and checks, substantiating business transactions.
- Verify and post details of business transactions, such as payments received.
- Coordinated and prepared pertinent information for external bookkeeper.
- Set up new client accounts.
- Photocopied and scanned documents.
- Handled confidential information
- Filing and retrieving documents.
- Verify and post details of business transactions, such as payments received.
- Generate financial reports.
- Prepare bank deposits and coordinate pick up with bank courier.
- Compile and sort mail, such as invoices and checks, substantiating business transactions.
- Analyze, verified, and processed financial documents/deposits

**COMPUTER SUPPORT | PETIT SEMINAIRE SAINT-MARTIAL COLLEGE |
2009**

2005 -

- Provided protocol service during major events of the establishment.
- Performed data entry and identified hardware and operation issues.
- Installed, configured Windows 98 to Windows XP and MAC OS X
- Applied logical methods of computer repair and protecting computers against viruses and malware.
- Maximized computer station operation and applied adjustments to optimize a post.
- Troubleshooted computer workstations managed back-up and restored data.
- Explored Microsoft features of Word, Excel, Outlook, and PowerPoint for clerical purposes.

References available upon request