

James Robley Joachim

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EMPLOYMENT OBJECTIVE

I am looking for a job that will bring me a new experience, I want to have the opportunity to apply my sense of responsibility and my daily good mood in an environment conducive to professional development. I am passionate about all things that can help me grow.

SUMMARY OF COMPETENCIES

- Very good communication skills
- Organized and eager to learn new skills
- Good ability to manage problems and find solutions
- Very good team spirit and dynamic
- Computer skills (Word, power point, access, html, css, ssms, mysql, c#, wpf, javascript, WordPress editor) mainly front-end dev.
- Trilingual: French, English and Creole

WORK EXPERIENCE

Simply complex graphic design (home-based business since 2021)

- Logo design
- Printing graphics or images on clothing
- Cup printing (sublimation)
- Creation of stickers, etc.

Michaels Store (2020-2021)

As a former support specialist, I used to:

- Count the money before opening
- Pay all the money for the cashiers
- Open the shop
- Check orders
- Assist customers
- Count the week's money

- Deposit cash at the bank

Couche tard -Cashier -since July 2019

lost due to Covid.

Teleperformance (Rogers Division) December 2017

- Answer incoming calls
- Understand customer needs
- Resolve billing and account issues
- Ordering assistance
- Handling of complaints, CET (customer escalation team)
- SME (subject matter expert)
- Cable-Internet-home phone using SGI.

St-hubert bbq - Cash and cook (November 1st, 2016-March 2017)

- Greet customers
- Place their order and cook

EGS/NCO (walmart division) November 2015-February 2016

- Answer incoming calls
- Assist clients with placing their orders
- Help them track their orders
- Troubleshooting
- Billing adjustment
- Complaints and escalation calls.

Le Havre RI (March 2011-July 2011), **Montreal**

- Assist patients at dinner
- Give medication
- Make sure they are safe when going to bed

Varin CD (Petro Canada)

- Greet customers
- Conduct transactions
- Keep the area clean
- And other tasks

Education

High School Diploma 2009

DAC, Port-au-Prince, Haiti
Part One Rheto C
Baccalaureate Part I (Year of Rhetoric) (2009)

SPECIALIZED TRAINING

CDI College

- Analyst-programmer
- Web Developer
(mostly front end)

Google

- Google UX designer (course in progress)

Labour Market Training -2014 PITREM, Montreal

- Customer Service Workshops
- Convenient on a cash register

*Other information on request.

