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 ordes

• 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.

**Original**

• IT skills (Word, Power Point, Access, HTML, CSS, SSMS, MYSQL, C#, WPF, Javascript, WordPress editor) mostly front end dev.