



# ALEXANDRA HÉBERT-DUFOUR

E-LEARNING DEVELOPER

## ABOUT

Experienced in Management, Sales and Project Coordination, as well as Product Integration. Extensive Customer Service experience on the phone and in person. Ambitious, driven and energetic, eager to learn and evolve, intrapreneurship and entrepreneurship.

## WORK EXPERIENCE

E-LEARNING DEVELOPER  
OCTO D | 2021 - Present



TECH INTEGRATION & SOLUTION SPECIALIST  
Dakis Decision System | 2019 - 2021



## PROFESSIONAL SKILLS

Project management  
Media production & integration  
Sales & Marketing  
Web maintenance  
POS, eCommerce  
Data management

## SOFTWARES

Articulate 360  
Office 360  
Adobe Creative Suite  
Rise  
ClickUp  
and many more

## CONTACT

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## EDUCATION

BACHELOR IN HISPANIC STUDIES  
Concordia University | 2015

CULTURE, ARTS, LITERATURE AND  
LANGUAGES (CALL)  
John Abbott College | 2015

## WHO'S TRUSTING ME



Among many others

## SOME RECENT PROJECTS

2022-23 Ferme La Petite Patrie  
Co-owner, Marketing, Sales

2022 Alive & Thrive  
Integration of the two existing course from LMS to Articulate Rise platform

2022 Nomad Coliving  
Update the content on the Nomad Coliving website

2019-21 Biggs Camera  
Integration of Lightspeed POS, concierge services for biggscamera.com, business and marketing consultant

2017-19 Ville de Montréal  
Coordination of service calls, repairs, and returns for machines and installations from XYZ Cultural Technology

2012-16 Immunotec  
Customer Service Specialist - Training of the new California office Store Manager in Los Angeles

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## PAST PROFESSIONAL EXPERIENCES

2015-2022 Coordination and Project Management experiences in various organizations

- OctoD - Project Management Internship
- Dakis Solution System : Project Management
- XYZ Cultural Technology: After-Sales Coordination
- Hotel La Rosa de America (Coista Rica): Operations Manager