

Wendy Donley Pierre

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Miramar, FL 33025

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EXPERIENCE

Working Solutions, (2522 Roy Circle
Houston, Texas 77007)
Customer service rep(Self employment)

I've been working for one of their best clients, Intuit TurboTax. As a product expert from TurboTax. I assist customer via chat and by phone, while having two monitors opened to navigate through multiple systems(Slack, Salesforce, and customer's screen), focusing on processes related to, installing, uninstalling, license code issue, processing orders, helping using the turboTax software to file their tax return. This includes having a thorough understanding of TurboTax(Mobile, Desktop, Online version), having good computer skills, and educating customers on those that best meet their needs.

Jan 2023- Present

Working Solutions, (2522 Roy Circle
Houston, Texas 77007)
Customer service rep(Self employment)

I've been working for one of their best clients, Toyota Connected. As a Response specialist, i used to interact with Intuit customers via phone, focusing on processes related to their connected services, enrolling, cancelling, updating their subscription, and helping our customers setting up the Toyota app on their phone, providing technical support or new customers to activate the remote connect, one of our service that allows the customers to start, lock, and lock their doors, locate the vehicle, and manage guest drivers. This includes having a thorough understanding of Toyota connected suite of services, having good computer skills, and educating customers on those that best meet their needs.

Jan 2022- March 2024

Education

Certificate in Software Development
2024

4Geeks Academy

Jan 2024 - May

Bachelor of Computer Science

Higher School of Infotronics of Haiti

Sept 2017 - June 2021

Associate in Entrepreneurship and SME management

Sept 2017 - June

SKILLS

Microsoft Office
Communication skills
Time Management
Basic computer skill
Salesforce
Twilio
Amazon COnnect

LANGUAGE

English: Fluent
French: Native