

## OBJECTIVE

Highly motivated and dedicated computer science student seeking entry-level opportunities or internships in the software development field or customer representative field. I am eager to apply my technical skills, language proficiency, and passion for technology to contribute to the development of the technology industry.

## EDUCATION

### BS in Computer Science

University of the People, USA, Online

[Jan 2021 - Jan 2025]

## LANGUAGES

Creole - French	Native
Spanish	FLuent
English	FLuent
Portuguese	Intermediate

## EXPERIENCES

### Production Operator II

Aurora Coop, Brazil [Jan 2020 - Mar 2021]

- Collaborated with a diverse team in processing meat for international distribution
- Developed leadership skills and improved Portuguese vocabulary through daily interactions with colleagues

### Bilingual Customer Representative

TTEC, Mexico (WFH) [Mar 2022 - Sep 2022]

- Utilized active listening skills to assist Spanish and English-speaking clients of a phone company with their inquiries
- Demonstrated effective time management to ensure prompt and satisfactory resolution of customer issues

### Trilingual Customer Representative

Telus, LATAM (WFH) [Sep 2022 - May 2023]

- Provided exceptional customer service in a trilingual environment (Spanish, English, French)
- Assisted customers with technical support, troubleshooting, and inquiries
- Demonstrated proficiency in handling multiple communication channels

### Volunteering

Mhatrix-NG, Haiti [May 2020 - Present]

- Acquired 3 titles for the being at the organization (Secretary Assistant, Task Manager, Spokesperson)
- Learned different skills there, and did some freelance designs (flyer, card, logo)

## SKILLS | TECHNOLOGIES | TOOLS

Communication Empathy Problem Solving  
Time Management Leadership Analytical  
Multitasking | Python Java Bash jQuery  
mySQL ReactJS Git HTML JavaScript  
CSS | GitHub Microsoft Office Photoshop  
Google Suite Inkscape Figma Linux