

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