

# SHAMYR F.B ANDRE

## CONTACT



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Queens -NY

## EDUCATION

### University

université Quisqueya

2012 - 2018

-tourism management

-civil law degree

## AWARDS & CERTIFICATIONS

- Certified in office computing.
- Certified in communication
- certified in OSHA 30-sst

## SKILLS

- Knowledge of using computer & software(word,powerpoint,excel)
- Communication skills
- customer representative skills
- Problem-solving skills
- Organization and time management skills
- 4 languages speaking
  - French
  - English
  - Español
  - Creole

## PROFILE

Customer service professional and warehouse member, , competent and dedicated with experience in these field. Iam multilingual ,Strong team player with an outgoing, positive attitude and proven skills in building relationships with customers. Motivated to maintain customer satisfaction and contribute to the success of the company. Specialized in quality, speed and process optimization.

## WORK EXPERIENCE IN USA WAREHOUSE/RAMP AGENT

**Representative cargo at Jfk airport** **2023-2024**

**COMPANY: worldwide flight services (wfs)**

- Prepare and build ULD for the air craft
- breakdown ULD to create different carts (packages and mail boxes and mail bag's
- scan packages to verify authenticity
- and print them a label for new destination..

## CUSTOMER SERVICE REPRESENTATIVE AGENT: 2020-2022 HOLLAND AMERICA LINE, HOME DEPOT

- Maintained customer satisfaction with forward thinking Strategies focused on addressing.
- Provided primary customer support to internal and external customers.
- Used company troubleshooting resolution tree to evaluate Technical problems and find appropriate solutions.
- Cultivated customer loyalty. Promoted repeat business And improved sales.
- Recommended products to customers, thoroughly explaining Details
- Answered constant flow of customer calls with minimal wait Times.
- Educated customers about billing, payment processing and And support policies and procedures.
- Bolstered customer retention by creating a