



Amédée Erns Baptiste

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Summary

Professional and dedicated worker with consolidated experience in customer care services, logistics support, financial analyst and archivist . Strategic thinker and team builder with strong believe in ethical work . Multi tasked and able to handle simultaneous high-pressure works. Capable at managing high pressure situations and negotiating peaceful outcomes despite cultural barriers. Excellent language skills and good grasp of technology. Flexible and able to adapt positively to any challenge that arise and capable of consistently achieve operational excellence through on time delivery.

Experience



Business Owner

AEB SERVICES, L.L.C.

Jul 2021 - Present (1 year 6 months)



Senior Technician

Parlement Haitien

Jan 2017 - Present (6 years)

receive and analyze financial documents for the purpose of forwarding them to my superiors for validation. Keep a notebook organized for the archiving of the received data



Support logistique

INTERMEDI - Humanitarian Organization

Mar 2013 - Apr 2013 (2 months)

Making the budget of new materials for the Sigouneau Sanatorium
Supervising the site with the project Manager and the responsible of the sanatorium
Buying and installing the materials under the supervision of the project manager



Inbound Customer Service Representative

NATCOM.SA

Jan 2012 - Sep 2012 (9 months)

In charge of VIP, I had to check that they received their privileges and also to inform them of the new services available.



Customer Services Agent

Natcom

Sep 2011 - Jan 2012 (5 months)

Receive customer calls and inform them about the company's services

Education

 **Université de Port-au-Prince**
Bachelor's degree, Economics
2007 - 2012

Licenses & Certifications

 **Creating Great First Impressions** - LinkedIn

 **Jodi Glickman on Pitching Yourself** - LinkedIn

 **Sheryl Sandberg and Adam Grant on Option B: Building Resilience**
AVEVfo8uX-kPeUfxaB8JTD4KF4Ik

 **Building a Better To-Do List** - LinkedIn

 **How to Project Vocal Confidence** - LinkedIn

 **Building Professional Relationships** - LinkedIn

 **Decoding Body Language** - LinkedIn

 **Les fondements des réseaux**

 **Les fondements du service client** - LinkedIn

 **Les fondements des réseaux : La sécurité**

 **Les standards qualité du service client** - LinkedIn

 **Les fondements de la communication**

 **Écouter efficacement** - LinkedIn

 **Gérer les attentes des clients en tant qu'employés de première ligne**



Le service client par téléphone



Créer des conversations constructives avec des clients exigeants - LinkedIn



Annoncer une mauvaise nouvelle à un client



Traiter avec des clients mécontents - LinkedIn



Fidéliser la clientèle



Découvrir les techniques innovantes de service à la clientèle



Devenir un spécialiste du service client

AWSbHxvOJ0rXF1-kjzo0NtifZIMD



Hospitality and Tourism Management - Florida Atlantic University



Fondamentaux du Marketing Numerique - Google Digital Garage

XPQ RYH SN5



Développer son intelligence émotionnelle



Les fondements de la vente

AdIWIRJyzlgxijFsiwEFuuRAibOn



La science de la vente

AZoR1UXVsf1f_Ca24dXw6HOphQ9e



Le commerce B2B

AQbIZArJ5Vo0QPqDX7R5PjXa6IAo



Faire un bon pitch

AWSbHxvOJ0rXF1-kjzo0NtifZIMD



Poser des questions de vente pertinentes



Réussir sa prospection téléphonique



Perfectionner ses techniques de vente avec le SPIN Selling

ASLLjr4QQ01JSPxWGXIIINhKW_7d



Building Resilience

AUGm2_vo2ru46U-YJegvg7jEK4I3



Building Resilience

AUGm2_vo2ru46U-YJegvg7jEK4I3



Kali Linux Essentials For Ethical Hackers - Full Course - Udemy

UC-82952b99-f4cb-48ce-9405-3313198a80a1



Devenir spécialiste du service client - LinkedIn



Créer un Business plan - LinkedIn



EF Set score - EF Standard English Test (EF SET)

<https://www.efset.org/cert/8B5sB1>

Skills

- Customer Service
- Network Security
- Communication
- logistique
- Multilingual
- Computer Literacy
- Customer Loyalty
- Network Administration
- Customer Satisfaction
- Network Administration