



# Cliff POMPEE

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Address: 101, Ave Martin

Lutherking

Port-au-Prince, Haiti

## Personal Details

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Nationality: Haitian

Date of birth: July 16th 1980

Marital status: Married

## Summary

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7 years of experience in Customer Relation Management, data analyst, Business Process Outsourcing (BPO).

Studied Economics with cross-functional skills in Project Management, Business process (Lean six sigma).

Passionate about sales, marketing, communications and public relations. I am looking forward to turn my passion into a career.

Diploma in Business communication, currently in progress.

Actually work as a freelancer. I produce copywriting videos, photos and print production, create web content and develop website utilizing WORDPRESS, HTML/HTML5, CSS.

## Objectives

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I am seeking employment with a company where I can use my talents and skills to grow and expand the company. I want to succeed in a stimulating and challenging environment, building the success of the company while I experience advancement opportunities.

## Work experience

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Magic Touch Pro Ent.

February 2013 — Present

Creative director | Digital Media Content Producer

- Create copywriting videos, photos and print production.
- Design website and create web content
- Manage team of Designers, Talents & Media Technicians
- Provide quality control over concepts and projects

Digicel Haiti

October 2006 — February 2013

Call Center Operations Manager

- Responsible for daily running and management
- Work on daily planning to achieve customer service targets

- Provide daily and monthly KPI stats for Board meeting
- Liaise with technical Team to ensure that technical issue is quickly resolved
- Responsible for all new project implementation
- Monitor supervisors individual performance and their team

## Digicel Jamaica Ltd

June 2006 — October 2006

### Call Center Supervisor

- Manage Call center Team
- Monitor queue and track inbound calls
- Responsible for "On-The-Floor" Activities

## Digicel Haiti

May 2006 — June 2006

### Corporate Sales

- Assist sales representative with corporate plan activation
- Handle complaints, provide appropriate solutions and alternatives within the time limits
- follow up to ensure resolution

## Education

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### Bachelors degree in Economics

March 1998 — June 2002

Universite Quisqueya - Haiti

### Bacc1, Bacc2

October 1996 — July 1998

Collège Adventiste de Diquini

## Computer Skills

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MS Office (Word, Excel, Powerpoint), Adobe Collection, FCPX, Wordpress...

## Certifications

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### Business Communication

Course (Online) - in progress

### Web development and Marketing

Course (Online) - February 2013

### Photography

Course (Online) - February 2012

### Business Process (Lean Six Sigma Training)

Novaces LLC training - August 2009

### Project Management

Goulet Telecom (Neotelis) - October 2007

## Written/Spoken Languages (Fluently)

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- French
- English
- Creole

## References

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References available upon request.