Michel Argens Clerger

Byrdstraat 35, 5623PL Eindhoven, The Netherlands Mobile Phone: 310614171865 Date of birth : 11 Septembre 1991 Email: migelaens@gmail.com

Computer Science student

**Formation:**

2015 – Actual **Fontys Hogeshool** First year ICT technology engineering

2011 – 2014 **Universidad Autónoma de Santo Domingo** Basic classes in Computer Science

2010 – 1997 **Collège Grère Odile Joseph** High School

**Professional Experience:**

October 2010 – February 2011 **Convit Corporation** Customer services

January – May 2012 **Extremefliers London** Online French customers Responsible

May – August 2012 **Funtown Splashtown USA** Rider Operator

May – August 2013 **Funtown Splashtown USA** Rider Operator

November 2013 – Actual **Lithinthebox China**  Remote French Customer service

**Freelance Work Overview:**

I have been a freelancer since the last 5 years. I mainly worked as a Customer service representative and virtual assistant.

 As a Customer Service Representative, my main tasks where to:

* Handle customers request through email ticket system.
* Check the orders details such as tracking numbers, shipping details, etc.
* Phone follow up.
* Follow up with the managing team in order to resolve any problem.

As a Virtual Assistant:

* Build and manage website
* Email handling
* Internet research
* Market investigation
* Data-entry
* Translations

I have also worked on various other projects such as:

* File translation (English/Spanish/French/Haitian Creole)
* File transcription and proofreading
* Sport articles writing
* Internet reviews
* Database research

**Specific Competences:**

**Languages:** French – Native Language Haitian Créole – Native Language English – Fluent Spanish – Fluent Dutch - Beginner

**Informatics:** Microsoft Word, Excel, PowerPoint, Access , Internet research.

**Interest :**

Poems: Regional Champion of the Poems contest of the Alliance Française in 2002 Sports: Volleyball : Vice-champion of scholar regional contest in 2010 Football : Practiced at Secondary school

Other : New Technologies, Travels, Volunteer works, Musics.

**Reference:** Nicole Houben Tel. 0611405455