

Anne-Valérie Noel

Remote Concierge Representative

Dallas, GA 30132

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Proficient in sound system setup, troubleshooting, and optimizing acoustics to ensure optimal sound quality. Adept at collaborating with artists and event organizers to achieve audio perfection. Seeking to contribute technical expertise and passion for live sound to enhance the auditory impact of future performances.

Highly skilled and dedicated customer service professional with 5 years of experience in providing exceptional support to customers. Proven track record of delivering outstanding service in fast-paced environments, ensuring customer satisfaction and loyalty.

Proficient in effectively resolving inquiries, complaints, and issues with a strong focus on problem-solving and conflict resolution. Excellent interpersonal and communication skills, fostering positive relationships with customers and colleagues.

I have a solid work ethic to provide exceptional customer service in any role, regardless of the job. With my strong attention to detail and excellent time management skills, it is my goal to meet and exceed all company expectations as well as the clientele needs.

While working in this ever-evolving world I am willing to learn new things and develop professionally. My ultimate objective is to become a leader that empowers others and sets the bar high.

Fluent in Haitian Creole - French - English

Authorized to work in the US for any employer

Work Experience

Audio/Video Technician

Hiram SDA Church - Hiram, GA

January 2024 to Present

1. Technical Oversight:

- Coordinate and execute audio, video, and lighting setups for all church services, events, and productions.
- Supervise and operate audiovisual equipment, including soundboards, projectors, cameras, and lighting systems.
- Troubleshoot technical issues and provide timely solutions during live events.

1. Team Leadership:

- Recruit, train, and manage a team of volunteers responsible for various aspects of audiovisual production.

- Foster a positive and collaborative team environment, encouraging growth and development among team members.
- Schedule and organize volunteer rotations for services and events.

1. Collaboration:

- Work closely with worship leaders, pastors, and other ministries to understand and fulfill their audiovisual needs.
- Collaborate with the worship team to integrate multimedia elements seamlessly into services.
- Participate in planning meetings to provide technical input and suggestions for upcoming events.

1. Equipment Maintenance:

- Ensure the proper maintenance and functionality of all audiovisual equipment.
- Keep abreast of industry trends and technological advancements, recommending upgrades or new equipment purchases as needed.

Concierge Representative

Alignment Health Plan - Orange, CA

July 2023 to Present

- Knowledgeable in procedures, protocols, benefits, services, and any other necessary information to resolve member issues and inquiries
- Serve as a “subject matter expert” to support the assigned team with day-to-day questions
- Lead any specific projects, products, regions, or other specializations as assigned, including complex or VIP member issues
- Assume a ‘working’ role that includes answering incoming member phone calls within the department’s goal time frame, and conducting outbound member phone calls in accordance with the department’s productivity metrics and goals
- Address complaints against the health plan and its contracted facilities according to applicable complaint or grievance procedure
- Assist in defining and monitoring performance and productivity standards
- Assist with the onboarding of entry-level staff including but not limited to ‘nesting’ and quality assurance of live call monitoring during the training period as required
- Collaborate with trainer and QA specialist in identifying training needs; participate in regular meetings with management to report call trends and identify opportunities for team improvement
- Assist with the daily process of all member regular and retro PCP transfers, ensuring that ‘supervisor’ approval is appropriate according to workflow
- Assist with monitoring attendance and schedule adherence
- Maintain confidentiality and uphold standards for privacy, data integrity, and security
- Encourage a spirit of cooperation, teamwork, and accountability among all department employees

Customer Service Specialist III

Johnson & Johnson - Palm Beach Gardens, FL

September 2021 to October 2022

- Resolve customer experience gaps caused by quality of service failures using available data sources including but not limited to: service issues, customer complaints, on-time in full at delivery failures, customer-facing employee feedback, and direct customer feedback channels (i.e. complaints, surveys, product ratings, social media)

- Define & resolve complex issues to improve the end-to-end consumer and customer experience through robust problem-solving methodologies

Remote Client Service Specialist

Setra Systems Inc - Boxborough, MA

May 2020 to September 2021

- Resolve customer complaints via phone, email, mail, or social media.
- Use telephones to reach out to customers and verify account information.
- Cancel or upgrade accounts.
- Assist with placement of orders, refunds, or exchanges.
- Take payment information and other pertinent information such as addresses and phone numbers.
- Place or cancel orders.
- Answer questions about warranties or terms of sale.
- Issue credits

Secretary/Receptionist

Framingham Temple French SDA Church - Framingham, MA

January 2017 to December 2020

- Performed a variety of administrative duties, including answering phones, taking and delivering messages, writing memos, making copies, faxing documents, and greeting visitors, scheduling meetings and providing personalized support for other employees in their office.
- Maintained office schedules and filing systems.
- Handled office correspondence and incoming and outgoing mail.
- Kept track of everything from deadlines to essential files.

Remote French Customer Service Representative

Drive DeVilbiss Healthcare - Port Washington, NY

July 2018 to March 2020

Attract potential customers by answering product and service questions; suggesting information about other products and services.

Responsible for taking orders, involved with processing payments, logging customer complaints and concerns, and explaining details about a product or service. Receive over 50 inbound calls, interact with customers on the phone.

Customer Service Representative

Therapro Inc. - Framingham, MA

May 2017 to January 2018

- Attract potential customers by answering product and service questions; suggesting information about other products and services.
- Open customer accounts by recording account information.
- Maintain customer records by updating account information.
- Responsible for taking orders, involved with processing payments, logging customer complaints and concerns, and explaining details about a product or service.
- Interact with customers in a variety of ways, such as in person, and on the phone.

Nanny/Babysitter

Manouchka Lyvie Leandre - Elizabeth, NJ
June 2015 to June 2016

Provided care for 2 children:

- 2 years old

- and a newborn

Sales Associate

Old Navy - Elizabeth, NJ
April 2015 to December 2015

Maintained knowledge of current promotions, policies regarding payment and exchanges, and security practices.

Placed special orders and called other stores to find desired items.

Operated a cash register to process cash, check and credit card transactions.

Explained information about the quality, value and style of products to Influence customer buying decisions.

Replenished floor stock and processed shipments to ensure product availability for customers.

Replenisher

Bath & Body Works - Elizabeth, NJ
September 2015 to November 2015

Replenished floor stock and processed shipments to ensure product availability for customers.

Explained information about the quality, value and style of products to Influence customer buying decisions.

Guided customers in choosing items that reflected personal style and shape.

Described merchandise and explain operation of merchandise to customers.

Head Cashier / Cook

Prep - Elizabeth, NJ
August 2013 to May 2015

Trained and mentored new cashiers.

Managed cashier shifts and breaks.

Counted and balanced cashier drawers.

Maintained work area in clean and neat manner

Followed proper food handling methods and maintained correct temperature of all food products.

Conducted daily inspections and maintained food sanitation and kitchen equipment safety reports.

Education

Associate's degree in Audio Engineering

SAE Institute of Technology-Atlanta - Atlanta, GA
January 2023 to Present

Certification in Medical Billing and Coding

E&S Academy - Elizabeth, NJ
2015

High School Diploma

John E. Dwyer Technology Academy - Elizabeth, NJ

September 2010 to June 2013

Skills

- Microsoft Office - Excel - Power Point - Keynote - Keyboarding - Internet
- Customer Service Specialist (6 years)
- Bilingual : Fluent in French, Haitian Creole and English
- SAP System Knowledge (3 years)
- French
- English
- Google Docs
- iOS
- Salesforce (5 years)
- JD Edwards (3 years)

Awards

National Honor Society

May 2013

Certifications and Licenses

Dante Level I

October 2023 to Present

Additional Information

People skills: Enthusiastic people person, advanced problem-solving, great organizational, team player, attention to detail. Excellent verbal and written communication skills.