

Maritane Guillaume

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Expertise in providing excellent customer service to multicultural populations of all ages. Handle day-to-day transactions in addition to the following duties and responsibilities. Build and maintain customer relations by providing high-quality services. Receive the working cash for the day and counting it before the shift begins and Process cash withdrawals. A passion for helping individuals receive the best services, excellent communication, and interpersonal skills.

Qualifications

- Follow bank/store policies to ensure ethical business practices
- Greet customers and helping them with their needs and speaking with customers about new products
- Interact with customers who want to withdraw or deposit money into their bank accounts
- Experience in supporting busy office environments, great phone skills, data entry and computer skills
- Accept deposits of both checks and cash and validating deposit slips.
- BA in Psychology
- Fluent in English, French, and Haitian Creole
- Computer skills- Microsoft Word, and Excel

EXPERIENCE

Somerville Public Schools	Somerville, MA
<i>Substitute Teacher</i>	10/19 - 02/20
<ul style="list-style-type: none">• Substitute taught throughout the Somerville school district ranging from grades K-12• Fostered positive and open attitude among the children, encouraging respectful behavior and open communication	
City of Cambridge	Cambridge, MA
<i>Substitute Teacher</i>	02/19 - 08/19
<ul style="list-style-type: none">• Support Lead Teacher in managing classroom with 16 children; supervise children during the day; ensure safety of children while playing outdoors and in classroom	
Kaplan International English Institute	Boston, MA
<i>Host Family</i>	02/13 – 06/20
<i>Kaplan's largest and most diverse global organization focus on students' success and outcomes</i>	
<ul style="list-style-type: none">• Commit to highest standards of students' care and support, while students experience traditions in U.S.A• Gave students an opportunity to immerse themselves in the English language conversation and culture	
Children's Workshops Programs	Waltham, MA
<i>Preschool Lead Teacher</i>	8/2016 – 8/2018
<ul style="list-style-type: none">• Provided a well-managed, stimulating classroom, with a positive learning environment for 10 diverse children• Maintained daily attendance records, and setting the class that reflect multicultural backgrounds	
Association of Haitian Women in Boston	Dorchester, MA
<i>Domestic Violence Civil Advocate (Part-time)</i>	11/2011-12/2015
<ul style="list-style-type: none">• Successfully managed and maintained caseloads of domestic violence victims; served as an interpreter• Worked closely with law enforcement agencies, shelters, police, immigration, Judges, schools, and hospitals• Communicated with clients to help them sort out their feelings, fears, and other emotional issues	

EDUCATION

Boston College Chestnut Hill, MA	May 2008
<i>Bachelor of Arts in Psychology</i>	