

RESUME

Rafcashawany Walker

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Professional Summary

As an extraordinary person, I am open to Life's teaching through the hardship and challenges of the material world. I love to learn new things and meet new people to grow with. I believe in ambitious leadership and sincere teamwork. I am always ready to become BETTER every day in what I do.

Skills

- Visionary Artist
- Spiritual Teacher/Reiki healer

Experience

English Language Arts Teacher at Kallgreen Academy (Trilingual school) in P.A.P, Haiti (Sept 2013-Feb 2017)

- Improve students' achievement on standardized tests through effective teaching of mandated subject material
- Implemented quality, effective and standards-based English language arts curriculum and lesson plans.
- Encouraged students to explore language arts with lively discussions, instructions, and multi-media presentation

Dispatch Agent (inbound and outbound calls) at HERO Client Rescue S.A. in P.A.P., Haiti, (Feb 2018-2019)

- Coordinating with medical facilities and staff to admit ill or injured patients through phone calls.
- Dispatching paramedic teams to hospitals, private homes, accidents and catastrophic scenes.
- Coordinating medevacs inside the country of Haiti
- Creating membership accounts for patients, tourists and international patients on HERO's SOS Mobile Application.

Senior Quality Assurance Analyst at Yacall Call center for Spark energy Campaign in Santo Domingo, D.R. (Oct 2019 - Mar 2020)

- Listening to sell calls to detect fraud and other red flags.
- Scoring representatives' verifications on each call.

Customer Service Representative at Openym S.R.L. at Santo Domingo, D.R. (Mar 2020-Dec 2020)

- Inbound and outbound call
- Submitting refill for glucometer's to be shipped
- Calling doctors' office to get medical information regarding patient's diabetes.

Horat Translator for Anonymous company.

- Job consisted in listening to calls from Haitians living in the USA and translating their conversations.

Live interpreter – English to Spanish/ Haitian Creole.

- Inbound/Outbound calls of Transperfect and CyraCom - consisted on live interpretation via phone calls to provide assistance to customer service agent, medical facilities and lawyers.

Languages

- English [Spoken 100% / Written 100% / Reading 100%]
- French [Spoken 100%/ Written 20%/ Reading 50%]
- Haitian Creole [Spoken 100%/ Written 80%/ Reading 100%]
- Spanish [Spoken 100%/Written 100%/ Reading 100%]

Education

High School

- American School – Delmas #60, P.A.P., Haiti
- Penn Foster 925 Oak St, Scranton, PA 18515, United States

College

- 1st Year Verona Houte Couture, P.A.P., Haiti
- Bachelor Child Psychology
- Teacher's Aid

Note: Life is full of AWESOME surprises 1111