

Curriculum Vitae

YVES ARMAND

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Haiti

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OBJECTIVE: To manage A Manufacturing Company.

EDUCATION: **UNIVERSITÉ DU QUÉBEC À MONTRÉAL**
(APR. 95 - APR. 96)
Masters degree in Business Administration (MBA).

THE CITY COLLEGE OF THE CITY UNIVERSITY OF NEW YORK
(AUG. 83 - MAY 87)
Bachelors degree in Electrical Engineering (BE).

INSTITUTION SAINT LOUIS DE GONZAGUES
(OCT. 75 - JUN. 81)
High school Diploma.

WORK

EXPERIENCE:

05/04 – present **TÉLÉCOMMUNICATIONS D'HAÏTI S.A.M., (TELECO) PAP, Haïti**
(Historical Landline Telephone Company)

Deputy General Director

Assisted the General Manager in order to:

- lead and coordinate all activities
- enforce rules and procedures
- execute all decisions from the board
- produce activity reports for the board.
- modernize 3,500 employee Telecom Company

7/01 - 04/04 **GLOBAL DEPOT IMPORT-EXPORT, Sonapi, PAP, Haïti.**
(Import-Export)

Manager

I identified marketable products by initiating marketing research and studied feasibility in order to ensure market viability and profitability. I Proposed sales strategies. I Bought and sold currencies. I authorized payments to International and local suppliers and creditors. I hired, trained and supervised all my key people. I balanced the cash register at the end of the day.

6/99 – 07/01 **APPAREL AND GARMENT CONTRACTORS, route de l'aéroport, PAP, Haïti**
(Textile Plant)

I Managed a T-shirts Manufacturing plant of 1500 employees. I developped and maintained incentives. I helped put in place new reports to control and motivate workers. I organised weekly meetings with Production and Quality Managers in order to ensure quality maintenance and meet the changing demands of our customers i.e. SARALEE Underware (Hanes, Champion) and JC Penney (Stafford). I oversaw Human Resources Officers in the selection of new

recruits. I revamped the Information System Department and decided on the implementation of new softwares and on security levels for all employees. I kept a close link with the Mechanical and Maintenance department in order to be aware of their needs as to attain peak production. I followed up regularly with the purchasing department and installed a system to ensure orders and deliveries of needed parts would be received in a timely fashion. I reviewed all Bi-Weekly payroll with the production department managers and authorised extra money compensation for deserving workers. I analysed and reviewed weekly reports sent to clients and made sure they matched our weekly shipments. Most importantly I kept a daily dialogue with the clients in order to satisfy their needs. I also played host to our frequent foreign visitors and participated to different seminars and visits to the Dominican Republic, North Carolina and Jamaica. Finally I strengthened a security department by providing them with the necessary equipment and training to ensure 24 hours surveillance of the premises.

5/98 – 4/99

UNIBANK, Pétion-Ville, Haïti.
(Commercial Bank)

Project Manager

I Re-evaluated the new recruits training program of the bank and provided recommendations that resulted in the induction of a new program. Led a survey on employee satisfaction. For this assignment I traveled to 15 branches in different cities and surveyed all 350 employees (at the time) from the janitors to the directors including the General Director in order to determine the bank evolving culture and make suggestions to the board as to how to improve services and customer perception. I worked on the conception of a Call Center designed to help the bank give better customer service.

4/93 - 4/95

MARUSA MARKETING INC., Montreal, Canada.
(Telemarketing Company)

Interim Director. (Aug. 94 - Apr. 95)

Ran a Telemarketing Center with a work force of 300 active TSR's (Telemarketing Service Representatives).

Managed a very professional customer service department that delivered top quality to clients like SEARS, NBC MASTERCARD, THE BAY, ZELLERS, ACC among others.

Conducted weekly staff meetings to insure perfect Harmony between Training, Production and Q&A departments.

Head Supervisor. (Jan. 94 - Sep. 94)

Managed a group of 5 supervisors and a work force of 300 TSR's.

Frequent meetings with supervisors to inform them of the daily objectives.

Reviewed supervisors performance appraisals for their monthly bonus.

Trained New Supervisors.

Telemarketing Supervisor. (Jun. 93 - Jan. 94)

Developed and maintained incentives and motivation. Maintained floor control. Monitored presentations. Coached TSR's and Insurance Agents. Analyzed different kinds of production reports and made necessary adjustments.

Telemarketing Service Representative. (Apr. 93 - Jun. 93)

Made computer-generated outbound calls to sell Accidental Death insurance.

5/88 - 3/90

TELEBYTE TECHNOLOGY INC., Greenlawn, NY.
(Data Communication Company)

Electronic Test Engineer

Customer Support: Assisted all customers with installing and troubleshooting their equipment. Assisted all salespersons with questions they or their customers might have.

Trained all new technicians, software and hardware wise.

Co-produced software test (using C-Language) for all new products with assistance of Test Supervisor.

**ACCOM-
PLISHMENTS:**

Improved a Telemarketing company's CPH (Contact Per Hour) from 13% to 17%. Improved the quality of monitoring by 20%. Reduced complaints by 5% and drastically reduced absences by 75%.

Reduced a company testing and repairing period from 3 to 1 week.

TRAINING:

Persuasive Communication, by Yvon Perrault and Associates, **Jan 96.**

How to give a training session, by Danielle Ricard, Psychologist, **Aug. 95.**

Supervisor Training Program, Marusa Marketing, **May 94 and 95.**

LANGUAGES:

Fluent in French, English, Spanish and Kreyol.

HOBBIES:

Traveling, Basketball, Hunting.

REFERENCE:

Available upon request.