

DOHAS PASSE

CONTACT



West Palm Beach, FL 33407



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[Bold Profile](#)

SKILLS

- Fluent in spoken Creole
- Proficient in Microsoft applications (Word, PowerPoint, and Outlook) VMware, Mac OS, Microsoft OS, Telnet, SSH
- Fully capable of disassembling and reassembling a computer console.
- Working knowledge of networking devices: routers, switches, modems, and access points.
- Customer relationship development

AFFILIATIONS

- Emmaus Seventh Day Adventist

CERTIFICATIONS

All Florida Investigations & Security Services Inc

- Licensed G security Guard - August
- Licensed D security Guard - August
- CPR certified - American Red Cross

VOLUNTEER EXPERIENCE

Emmaus Adventist Church ~
Ebenezer Adventist Church, West Palm Beach, FL,
I.T operator, Pathfinder, Foodbank, Outreach Ministering, Funeral preparations, Event planning, Present, I

Client service professional with superior attention to detail and highly ethical nature. Experienced in Financial and health plan environments. Skilled in financial product solutions, and building positive customer relationships and health plan packages. Excellent sales, service and time management abilities. Strong knowledge of banking policies and healthcare regulation. Reliable and honest professional dedicated to meeting scorecard goals by processing high volumes sales.

WORK HISTORY

October 2025 - Current

Advisor II Medical Plan *Concentrix*, Newark, CA

- Developed strategic plans to enhance client engagement and satisfaction.
- Implemented best practices for client relationship management systems, increasing efficiency.
- Analyzed client feedback to identify trends and recommend actionable improvements.
- Collaborated with cross-functional teams to streamline communication processes.
- Resolved complex customer inquiries, ensuring accurate and timely solutions with 100 calls a day.

January 2022 - March 2025

Bank Representative *Bank of America*, 800 US-1, North Palm Beach, FL 33408

- Knowledgeable about credit and committed to continually enhancing my skills and financial expertise
- Manage clients' relations and evaluate clients' data to uncover their financial priorities
- Resolved customer issues promptly, fostering positive relationships between the bank and its clients.
- Supported branch management in achieving operational excellence through adherence to regulatory guidelines and internal procedures.
- Participated in ongoing professional development programs offered by the bank, staying up-to-date with industry trends and enhancing job performance.
- Prepared regular reports on transaction data for management review, assisting in the identification of potential areas for improvement.

August 2021 - July 2022

Professional Skills Training *Year Up*, Jacksonville, FL

- Year Up job training program is tuition-free and offers access to today's best companies and proven path to career success
- Year Up is a leading one-year career development program with 250 corporate partners around the country; the program includes college-level courses, professional training, and a six-month internship

spend my entire youth serving my Lord Jesus Christ through his ministries by providing a helping to the community. I am inspired to serve in any way can in order to spread the love that the message of the gospel proclaims.

- Conducted research for various projects, leading to well-informed decisions and successful outcomes.
- Prepared comprehensive reports summarizing data analysis findings, informing key decision-makers of important trends and patterns.
- Enhanced intern productivity by assisting with project coordination and providing ongoing support.

EDUCATION

July 2025

Technical Diploma Information Technology Security Administration
Mycomputer Career, Charlotte, NC

July 2021

High School Diploma
Palm Beach Gardens High School , Palm Beach Gardens, FL