



Don-Alex Antoine

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EDUCATION

- MBA | Business Administration And Management** 05/2021
Curry College, Milton Ma
- Bachelor of Science | Software Engineering** 05/2020
Curry College, Milton Ma

SKILLS

- HTML
- CSS
- JavaScript
- Mongoose
- Node.js
- Express,
- MongoDB
- Git
- GitHub
- Heroku
- RESTful API

WORK HISTORY

- VR SUPPORT SPECIALIST** 10/2021 to CURRENT
Rendever Inc | Somerville , MA
 - Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
 - Used tools such as Hubspot and Asana to create and updated tracking documents.
 - Monitored systems in operation and quickly troubleshoot errors.
 - Configured hardware, devices and software to set up systems tailored to each community.
 - Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
 - Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- STUDENT AND STAFF TECHNICAL CONSULTANT** 01/2016 to 05/2020
Technology Center, Curry College | Milton, MA
 - Consult with students and faculty in need of assistance with campus technology by analyzing symptoms and determining the best possible solutions.
 - Install, supervise, and maintain all computers in six different laboratories throughout campus.
 - Delivered clerical support by efficiently handling wide range of routine and special requirements.
 - Interacted with customers professionally by phone, email or in-person to provide information and directed to desired staff members.

TEACHING ASSISTANT 09/2017 to 05/2020

Curry College | Milton, MA

- TA for object oriented and Structured programming classes.
- Assisted students in understanding the fundamentals of programming.
- Aided in analyzing problems and guide them towards possible solutions.
- Helped solidify student's knowledge on various programming concepts.
- Assisted in capstone projects and code reviews.
- Assisted and mentored students in groups of up to 10-20 by reviewing lesson teachings.
- Encouraged dynamic and pleasant educational environment by promoting both gentle discipline and cooperation.
- Implemented practice exercises and used repetition, which enabled students to grasp new concepts quickly.

DIRECTOR OF MEDIA MINISTRY

04/2015 to 08/2020

Abundant Life Church | Cambridge, MA

- Manage technical equipment such as the microphone, speakers, soundboard, display screens, etc.
- Render and digitize audio from Sunday sermons and upload them to the Church's website.
- Manage a volunteer staff of seven; scheduled volunteers for Sunday services.
- Identified and recruited potential volunteer workers.
- Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
- Worked flexible hours; night, weekend, and holiday shifts.

ORDER FULFILLMENT SPECIALIST

06/2016 to 07/2018

Home Depot | Watertown, MA

- Provided customer service to patrons in the store and over the phone.
- Performed personal deliveries to clients and contractors.
- Created custom job orders and fulfilled customers online orders within a timely manner.
- Prepared orders accurately by processing requests, pulled materials from warehouse, packing boxes, and prepared shipments.

VOLUNTEER WORK

- Boston Code Camp
- Boston Youth Sanctuary
- Biased Incident Response Team (BIRT)
- Digital Literacy Committee

AFFILIATIONS

- Member of the Institute of Electrical and Electronic Engineers (IEEE)
- Member of the Association for Computing Machinery (ACM)
- Treasurer of the ACM and IEEE Curry College chapter
- Treasurer of Tech Club, Curry College