DON-ALEX ANTOINE

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Website, Portfolio, Profiles

- www.alexantoine.dev

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
- React
- Node.js
- Express,
- MongoDB
- Git/Github
- Python
- Heroku
- RESTful API
- Microsoft Active Directory

Work History

VR Support Specialist   Oct 2021 - Sep 2022

Rendever Inc

- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
- Used tools such as Hubspot and Asana to create and update tracking documents.
- Tracked and documented customer interactions in customer relationship management system to maintain accurate records.
- Responded to customer inquiries and resolved complaints to establish trust and increase satisfaction.
- Configured hardware, devices, and software to set up systems tailored to each community.
- Worked with the engineering team on reported errors and bugs on newly released software and assisted in the deployment of release fixes.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.

Student and Staff Technical consultant   Jan 2016 - May 2020

Technology Center, Curry College

- 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
Sep 2017 - May 2020

Curry College

- 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
Apr 2015 - Aug 2020

Abundant Life Church

- 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
Jun 2016 - Jul 2018

Home Depot

- 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

Languages

Haitian Creole

Native or Bilingual