**SKILLS & CERTIFATIONS**

**Information Technology:** Active Directory, Cloud Computing (ServiceNow, Net Document, Real VNC, Microsoft teams, beyond trust remote support, BMC Remedy IT Service management), assembly and disassembly, Install and/or swap various computer parts, Video conferencing, (task sequence imaging), Connect hardware, Citrix, SAP.

**Professional Communication:** Formal, college-level training in teamwork, time management, outlook email etiquette, oral presentations, customer service and conflict resolutions.

**Technical:** MS Office 2016 (Excel, Word, PowerPoint, Outlook), Operating Systems, mobile devices, Polycom desk phones.

**Additional Languages:** Fluent in Haitian Creole, French

**PROFESSIONAL EXPERIENCE**

**Boston Private. Wealth. Trust. Private Banking Boston, MA**

Migration Specialist “2 Months Contract” December 2020- Feb 2021

* Providing first level support for the upgrade to windows 10
* Ensure all steps for a successful upgrade of multiple laptops and desktops daily
* Performing full disk encryption using BitLocker and BitLocker recovery key
* Collaborating with client to ensure checklist items are completed, and that the laptops are issue free
* Performing move, add, changes in local office

**NWN Corporation Waltham, MA**

*Customer Success Center Coordinator “9 Months contract” March 2020 –November 2020*

* Provided first level of contact to customer issue, and walked clients through problem solving process
* Used remote access to perform troubleshooting when needed
* Diagnosed and troubleshoot customer technical problems, and solved password issues via AD
* Resolved internal Technical issues in software, and escalated unresolved queries to the next level of support

**Goulston &Storrs**  **Boston, MA** *Help Desk Support**July 2019 – January 2020*

* Installed and configured computer hardware, network, and software. Also, set up new users’ accounts and profiles, and solved password issues
* Provided technical support to over 500 end users, troubleshot, diagnosed, resolved, and documented hardware, software, and network-related technical issues
* Created, responded to, escalated, and closed tickets. Tracked all outstanding tickets, worked closely with Tier II Technician to ensure any problems are resolved in timely manner
* Delivered, set-up, and provided outstanding technical support of departmental audio-visual equipment; Exceeded all requirements for timely establishment

**Allied Universal Boston, MA**

*Security Professional (Boston Symphony Hall) March 2019 – March 2020*

* Handled security issues and/or emergency situations appropriately and in a timely manner
* Monitored dozens of cameras efficiently to prevent property damage/theft
* Provided access control to over 3,000 patrons and dozens of employees for major concerts and events
* Answered multiple line telephone system, routed called efficiently

**EDUCATION**

**Year Up Boston, MA**

*IT Student March 2019 – January 2020*

* Completed a one-year, career-development program comprised of college-level courses (ACE accredited), professional training, and a six-month internship in Information Technology
* **Relevant coursework:** Computer Information System CIS 101 (intro to computer Applications), CIS.201 (Computer Hardware), CIS.202 (computer networks), Customer Service BUS.201 (Customer Service), COM 150 (Public speaking)

**Southern New Hampshire university Manchester, New Hampshire**

“Associate Degree in Information Technology, Anticipated completion April ,2022”