Courressa Malcolm

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Competent in problem solving, communication, adaptability, and collaboration. In April 2023 I completed the Cyber Defense Professional Certificate at UCF and I am currently working on a Front-End Engineer Certification through Codecademy. Through this course I have progressed in the React JS, HTML, CSS and JavaScript skill set. After completing the Revature Pre-Training program my skill set has expanded with Java, SQL, RESTful APIs and Spring Boot as I aim for a career in Software Engineering.

EDUCATION

Codecademy   Current
Front-End Engineer Certificate
Courses: HTML, CCS, JavaScript, Git and GitHub, React, Redux, Responsive and Interactive Website

University of Central Florida   April 2023
Cyber Defense Professional Certificate
Courses: Microsoft Security, Computer Networking, Linux Security, Network Security, Python

Broward College   May 2021
Associate of Arts

SKILLS PROFILE

Languages: HTML, CSS, JavaScript, SQL, Java

Tools: Spring, React JS, Restful API, Visual Studio Code, Chrome DevTools, Git Bash, GitHub, Inkscape, Gimp, RDP, Microsoft Word & PowerPoint, AWS Remote Desktop, Azure, Active Directory

Soft Skills: Adaptability, Troubleshooting, Teamwork, Patience, Customer Service

PROFESSIONAL PROJECTS

Back-end Developer Projects | Revature PEP   March 2025 – May 2025
- Create an API backend without a frontend for a social media application. The app will have the ability to manage user accounts and messages that they submit to the application. Users will be able to see all of the messages posted to the site as well as the messages posted by a particular user. In either case, we require a backend which is able to deliver the data needed to display this information as well as process actions like logins, registrations, message creations, message updates, and message deletions.
- Create an API backend without a frontend for a social media application with the same features as before, however, this application should be created using the Spring Framework, including Spring Boot, and Spring Web.

Front-end Engineer Projects | Codecademy   April 2024 – Current
- Use flexbox to design and build the layout for a company's homepage
- Build a React web application called Jammming. Use the knowledge of React components, passing state, and requests with the Spotify API to build a website that allows users to search the Spotify library, create a custom playlist, then save it to their Spotify account.
- Create a fictional tea shop website by using the design spec and image assets provided

PROFESSIONAL EXPERIENCE

Java Intern (Back-end Developer)   Remote
Revature PEP (Pre-Employment Program)   March 2025 – May 2025
- Developed programming skills in Java, SQL, RESTful API Construction and Spring Framework
- Implemented project work including construction of functional REST APIs using Test Driven Development methodologies
- Completed 110 Coding Activities
- Showcased understanding of concepts through fourteen (14) evaluations
- Leverage Java APIs to write algorithms to solve various challenges and problem sets

Contact Center Tech Rep I   Remote
Net2Source   July 2023 – Current
- Answers, evaluates, and prioritizes incoming telephone requests for assistance from users experiencing problems with hardware, software, networking, and other computer-related technologies, as well as Learning Management Software (LMS).
- Handles problem recognition, research, isolation, and resolution for routine user problems, referring more complex problems to Tier 2, Tier 3, supervisor, or other technical staff.
- Interviews users to collect information about problems and leads user through diagnostic procedures to determine source of error.
- Logs and tracks all customer interactions using problem management software (ticketing system) and maintains thorough history records and related problem documentation.

Customer Service Representative   Remote
Adecco/Radial   October 2021 – July 2023
- Assist customers by listening and assessing their issues to either solve their problems or level it up to the appropriate person.
- Adapt to policy changes and apply them to necessary interactions based on dates when they are implemented.
- Document interactions with necessary information of issue and action that was taken to resolve the issue and if necessary, assign it to specific queue.
- Assist fellow agents by guiding them through tasks I am familiar with.

WAH Tech Support   Remote
Radial (Peak Season)   October 2022 – January 2023
- Assist agents with resetting password for VMware and/or assigning a new/unlocking RSA token.
- Disconnecting held VMware sessions from specific server which prevents agents from logging in.
- Establish remote desktop connection using TeamViewer to troubleshoot VMware audio or desktop issues.
- Walk new agents through setting up and logging in to their VMware.
- Document each interaction using RadialNow with necessary details of issue and resolution taken and/or level it up to the appropriate department.