



Jean Stfleur

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PROFESSIONAL SUMMARY

Detail-oriented and solutions-driven IT professional with a strong foundation in quality assurance, technical support, and systems analysis. Proven track record in troubleshooting, automating workflows, and ensuring product reliability in fast-paced, high-impact environments. Experienced in writing and executing test cases, supporting end users, and collaborating cross-functionally to meet critical deadlines. Adept at leveraging scripting languages like Python and tools such as Jira and SQL to identify bugs, improve system performance, and optimize user experience. Passionate about continuous learning, process improvement, and delivering customer-obsessed solutions aligned with Amazon's leadership principles

SKILLS

- **Technical Support & Troubleshooting:** iOS, MacOS, iPad OS
- **Version Control:** Git/GitHub
- **SaaS Tools:** Bugzilla, Jira, Webex, Slack, Zoom, G Suite
- **Cybersecurity:** Intrusion Detection and IDS tools, NIST Cybersecurity Framework, Network Analyzer (sniffing) tools, (SIEM) tools, Risk Assessment, Network Security
- **Programming:** Python, SQL, HTML/CSS
- **Quality Assurance:** Regression Testing, Bug Tracking, Triage, Failure Analysis
- **IT Communication:** Excellent verbal and written skills, Customer Interaction, Critical Thinking

WORK HISTORY

TECHNICAL PRODUCT SUPPORT III

11/2024 to CURRENT

UKG | Lowell

- **Support 120+ customers monthly**, identifying, diagnosing, and resolving product issues, while building a deep understanding of software behavior and user pain points to drive product improvement.
- Collaborate cross-functionally with engineering and product teams to **escalate and track recurring bugs**, contributing to root cause analysis and software quality improvements.

- Translate customer issues into actionable QA insights, **bridging the gap between end-user experience** and technical product functionality.
- Support testing and defect reporting in a **UAT environment**, ensuring issues are well-documented and reproducible for regression and QA teams.
- Proactively identify patterns in support cases, leading to improved troubleshooting processes and highlighting potential areas for **product testing and refinement**.

TECHNICAL SPECIALIST

01/2022 to 07/2024

Apple | Salem, NH

- Provided **top-tier technical support** to 650+ Genius Bar customers per quarter, resolving complex hardware and software issues across Apple products with a 95%+ customer satisfaction rate.
- Excelled in diagnosing and troubleshooting **macOS, iOS**, and other Apple devices, directly contributing to **product stability** and customer satisfaction.
- **Trained junior technicians** and improved knowledge sharing within the team, fostering a collaborative environment.
- Resolved software issues on **macOS** and **iOS** devices while integrating **SaaS** applications for enhanced productivity.

WEBKIT SOFTWARE INTEGRITY ENGINEER

01/2024 to 06/2024

Apple | Cupertino

- Led comprehensive tracking, **triage**, and resolution of 100+ regressions for **iOS** and **macOS** within **WebKit** open-source project, reinforcing software stability across platforms.
- **Supported** hybrid teams by configuring and **troubleshooting** collaboration platforms like Webex, optimizing remote and in-office **communication**.
- Conducted thorough **failure analysis**, identified key software issues, and collaborated with development teams to implement solutions, improving overall **build quality**.
- Authored and maintained technical documentation, streamlining support operations by **25%** and enhancing cross-functional team efficiency.
- Contributed to **bug resolution** and executed functional and performance testing to ensure a seamless, high-quality user experience.

SPECIALIST

11/2021 to 12/2021

Apple | Nashua, NH

- Built strong customer relationships, successfully recommending products and boosting sales revenue.
- Demonstrated product features and capabilities to customers
- Demonstrated product features, contributing to quarterly sales goals for

MacBook, iPhone, iPad and accessories.

- Collaborated with team members to improve overall store performance, sharing best practices, and offering support as needed.

EDUCATION



No Degree | Computer Science

12/2019

Harvard University, Cambridge, MA



Associate of Arts | Culinary Arts

05/2016

Miami Dade College, Miami, FL

CERTIFICATIONS



Google Cybersecurity Certificate