Kender Saint-Juste

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Professional Summary

Versatile technology professional with **10+ years of experience** spanning **IT support, customer success, and enterprise software solutions**. Adept at **solving complex technical issues, optimizing workflows, and leading cross-functional teams** to drive efficiency and engagement. Currently pursuing a **Master of Software Engineering** to expand expertise in **software development, system design, and strategic technology implementation**. Passionate about leveraging technology to create scalable and user-friendly solutions.

Core Competencies

- **Software & Web Development** (JavaScript, React, Node.js)
- **IT Support & Technical Troubleshooting**
- **Customer Success & Account Management**
- **Cloud Computing** (AWS, Azure)
- **Process Optimization & Business Strategy**
- **SaaS & Enterprise Software Solutions**
- **Cross-Functional Leadership & Team Development**

Professional Experience

Customer Support Specialist
TeamViewer, Clearwater, FL | January 2023 – Present
- Manage enterprise client accounts, ensuring a **95% first-contact resolution rate**.
- Optimize support processes, reducing resolution times by **20%**.
- Conduct **client training sessions** on **cloud-based remote support solutions** and assisted in **software troubleshooting & UX enhancements,** boosting **customer satisfaction scores by 10%.**

Inside Sales Representative
TeamViewer, Clearwater, FL | January 2022 – January 2023
- Delivered **tailored product demonstrations**, contributing to **$1.5M+ in annual revenue**.
- Strengthened **customer relationships**, increasing upsell success rates by **25%**.

Sales Development Representative
TeamViewer, Clearwater, FL | June 2021 – January 2022
- Exceeded **quarterly sales targets by 125%** through **lead qualification and consultations**.
- Improved **sales pipeline efficiency by 20%** via strategic **lead generation**.

Sales Consultant – Connected Devices
Best Buy, Stuart, FL | November 2013 – March 2021
- Provided customized technology solutions, generating an average of **$4K+ daily revenue**.
- Trained **100+ employees**, improving team performance and customer engagement.

Education

Master of Software Engineering (In Progress)
Pennsylvania State University
Specializations: Software Architecture, AI Engineering, Project Quality Management

Bachelor of Science: Information Science
University of South Florida
Concentration: Information Security | Minor: Entrepreneurship