

Kender Saint-Juste

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Professional Summary

Results-driven **Front-End Developer** with a strong foundation in **JavaScript, React, and UI/UX principles**. Over **10 years of experience** in IT, customer success, and enterprise solutions, transitioning into software development. Proficient in **building responsive, user-friendly web applications** and integrating **APIs and cloud-based solutions** and currently pursuing a **Master of Software Engineering** to deepen expertise in **front-end frameworks, full-stack development, and cloud technologies**.

Core Competencies

- **Front-End Development** (JavaScript, React, HTML, CSS)
- **UI/UX Design & Wireframing** (Figma, Adobe XD)
- **Version Control & Collaboration** (Git, GitHub)
- **Cloud Technologies** (AWS, Firebase)
- **Responsive & Adaptive Web Design**
- **API Integration & Backend Interaction** (Node.js, Express.js)

Technical Skills

- **Languages & Frameworks:** JavaScript (ES6+), React.js, HTML5, CSS3, Bootstrap, Tailwind CSS
- **Version Control:** Git, GitHub, GitLab
- **Backend Knowledge:** Node.js, Express.js, MongoDB (MERN Stack)
- **Cloud & Deployment:** AWS, Firebase, Netlify, Vercel

Professional Experience

Customer Support Specialist

TeamViewer, Clearwater, FL | Jan 2023 – Present

- Troubleshoot **enterprise software solutions** and guide users through integrations, improving adoption by **30%**.
- Collaborate with **engineering teams** to document and resolve technical issues, reducing escalation rates by **25%**.
- Develop internal training guides for **web application troubleshooting**, enhancing team efficiency.

Inside Sales Representative

TeamViewer, Clearwater, FL | Jan 2022 – Jan 2023

- Provided **technical demonstrations** of SaaS-based remote solutions, contributing to **\$1.5M+ in revenue**.
- Identified customer pain points and recommended **customized software solutions**, increasing client retention by **20%**.

Projects

Elderly Care Management System (Ongoing)

- **Developing a cloud-based platform** for elderly care coordination with **React, Node.js, and Firebase**.
- **Integrated secure authentication** using **OAuth and social media login**.
- Designed **interactive dashboards** to streamline patient monitoring and caregiver collaboration.

Education

Master of Software Engineering (In Progress)

Pennsylvania State University

Bachelor of Science: Information Science

University of South Florida

Concentration: Information Security | **Minor:** Entrepreneurship