

Kender Saint-Juste

Tampa, FL | ksaintjuste7@gmail.com | 561-345-5627 | Portfolio | [LinkedIn](#) | [GitHub](#)

Professional Summary

Results-driven **Junior Software Developer** with a strong foundation in **front-end and backend development**, cloud computing, and software engineering best practices. Adept at building **scalable web applications** using **JavaScript, React, Node.js, and MongoDB**, with experience in **cloud-based solutions and version control (Git)**. Currently pursuing a **Master of Software Engineering** to deepen expertise in **full-stack development, system design, and CI/CD automation**. Passionate about developing efficient, user-friendly applications and continuously learning new technologies.

Core Competencies

- **Software & Web Development** (JavaScript, React, Node.js, Express, MongoDB, SQL)
- **Version Control & CI/CD** (Git, GitHub, GitLab, Jenkins)
- **Cloud Computing** (AWS, Azure)
- **Software Testing & Debugging** (Unit Testing, System Testing)
- **Database Management** (SQL, NoSQL)
- **Agile & Scrum Methodologies**
- **RESTful APIs & Microservices Architecture**

Professional Experience

Customer Support Specialist

TeamViewer, Clearwater, FL | January 2023 – Present

- Assist customers with **technical troubleshooting** related to enterprise software solutions, achieving a **95% first-contact resolution rate**.
- Optimize support workflows, reducing issue resolution times by **20%**.
- Provide in-depth product training, improving customer satisfaction scores by **10%**.

Inside Sales Representative

TeamViewer, Clearwater, FL | January 2022 – January 2023

- Delivered technical demonstrations of **SaaS and enterprise software solutions**, driving **\$1.5M+ in revenue**.
- Strengthened client relationships, increasing upsell conversions by **25%**.

Software Development Projects

Elderly Care Management System (SWENG 861 – Software Construction)

- Developed a **full-stack application** for managing elderly care, integrating **React, Node.js, Express, and MongoDB**.
- Implemented **social media authentication**, enhancing security and user convenience.
- Utilized **CI/CD pipelines and Git for version control** to streamline deployment.

Education

Master of Software Engineering (In Progress)

Pennsylvania State University

Bachelor of Science: Information Science

University of South Florida

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