Milot Jeune

Coral Springs, FL
561-569-6167
jeunemarcus@gmail.com

Skills

Programming Languages : C++, Java, HTML, JavaScript, Visual Studio (VS), SQL (Manual), Python

Software : Oracle, MS Office, Excel, MS Teams, Quickbooks

Artificial Intelligence : Data Structures and Algorithms Design

Technical Analysis : Database Systems Management, Computer Operating Systems Management, Software Design and Architecture, Object-Oriented Programming (OOP)

Cybersecurity & IT: Network Monitoring, Salesforce, OSI Model,TCP/IP Protocol, Risk Assessment Vulernerability Management, Network Configuration, Phishing Analysis, (PCI DSS)

Tools: CRM, Wireshark, Azure VM, mitmproxy, Terminal, Vim, HIDS Host Intrusion Detection System, Splunk, IR Reports, VirusToral, AbuseIPDB, MISP Threat Sharing Platform

Soft Skills : Problem-solving, Communication, Quality Assurance, Customer Service, Adaptability, Time management, Collaboration, Attention to detail

Experience

2023

Soultran (FINTECH) – IT Analyst, IT | Technical Support

Provided expert troubleshooting and technical support for clients utilizing our financial services, ensuring seamless resolution of technical issues and optimizing overall user experience.

Specialized in identifying and resolving virtual machine issues, encompassing the setup of virtual workstations and troubleshooting VDI client problems to enhance the efficiency of employee operations.

Effectively leveraged Active Directory to create and manage employee accounts, execute password resets, and facilitated seamless onboarding. Utilized AD to support employees across various campaigns in setting up Microsoft Office and Single Sign-On (SSO) accounts, ensuring secure access to our services.

Effectively managed technical support tickets, diligently employing internal and external resources to independently address and resolve issues. When challenges persisted, promptly escalated tickets, ensuring a collaborative approach to finding comprehensive resolutions.

Logged and closed all service requests systematically through a comprehensive ticketing system, maintaining organized records for streamlined issue resolution and efficient tracking of support activities

"Facilitated client training by setting up mock workstations on our financial service software and database management software. This proactive approach allowed clients to gain hands-on experience and expertise before accessing the live version, ensuring a smoother transition and confident utilization of our services.

Delivered user training and guidance on various technology tools, fostering efficient and effective utilization to enhance overall productivity

I actively implemented and adhered to the Payment Card Industry Data Security Standard (PCI DSS) to ensure the secure handling of sensitive financial data. By following established protocols, I played a crucial role in protecting and safeguarding payment card information.

2023

Campbell Asset Management – Business Intern

Collaborate with property managers and other team members to support daily property operations, including maintenance requests, tenant inquiries, lease agreements, and property inspections.

Interact with tenants, property owners, and vendors to provide exceptional customer service. Address inquiries, resolve issues, and ensure tenant satisfaction.

Perform various administrative tasks such as document preparation, filing, and record keeping. Support the team in maintaining accurate and organized records.

Provided user(clients and employees) training and guidance on technology tools, promoting efficient and effective utilization.

Delivered comprehensive IT support across office and property locations, ensuring seamless technology operations and user satisfaction.

Assisted in setting up configuring devices, networking and installing necessary software applications.

Received positive feedback from colleagues and supervisors for exceptional IT support during high-stress situations.

2022 - PRESENT

Lowes Inc, - Help Desk | Technical Support

Provided level one service support to clients by troubleshooting issues, providing basic technical assistance, and escalating issues to higher levels of support when necessary.

Acted as the primary point of contact for all clients for service requests.

Answered inbound calls to assist with service requests and logistics scheduling.

Logged and preprocessed all service requests through a ticketing system.

Handled level one service requests for customers on an as-needed basis.

Utilized popular software such as Microsoft Office Suite, ServiceNow, and Remedy to manage and resolve service requests.

Developed strong communication and customer service skills to provide exceptional service to clients. Maintained accurate and up-to-date records of all service requests and resolutions.

2021 - 2022

Lowes Inc, - CRTV CLERK

Took ownership of all inquiries sent into the Receiving department and determined appropriate resolutions.

Conducted independent fact-finding tasks to investigate and analyze issues.

Utilized Genesis and/or MyRedVest authorizations to assist in determining the best solution for all involved parties, including the customer.

Coordinated with other departments to develop and implement solutions.

Ensured that all resolutions were in the best interest of the customer.

Maintained accurate and up-to-date records of all inquiries and resolutions.

2020 - Present

Upwork, - FREELANCE WEB DEVELOPER

Designed and developed custom websites and web applications using HTML, CSS, JavaScript, and other web technologies.

Worked with clients to understand their business requirements and develop solutions that met their needs.

Used popular software tools such as Adobe Creative Suite, WordPress, and other content management systems to create and maintain websites.

Tested and debugged websites to ensure they functioned correctly across various browsers and devices.

Managed project timelines and communicated effectively with clients to ensure projects were delivered on time and within budget.

Maintained up-to-date knowledge of industry trends and best practices in web development.

Implemented security measures to protect websites from potential threats and vulnerabilities.

Education

Florida Atlantic University, Boca Raton

Bachelor of Science Degree in Computer Science & Cyber Security

3.7/4.0 GPA

Palm Beach State College, Boca Raton-

Associates of Arts Degree

GPA 3.8/4.0

Coursera University

IBM Cybersecurity Analyst Certification

Accolades

Honorary Academic Deans List - Florida Atlantic University

National Society of Black Engineers NSBE -   E - Board Member

Honorary Academic Deans List – Palm Beach State College

Honors Phi Theta Kappa Alpha Delta Nu (Academic Member) - Palm Beach State College

Certifications

Google Technical Support Fundamentals

IBM Cybersecurity Analyst Certification