

Milot Jeune

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Skills

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

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)

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

Experience

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

Lowe's 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

Lowe's 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