

ROMAIN TRANCHANT

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EDUCATION

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| • Cyber Security Basic Certificate (GPA 4.0)
Truman College, Chicago December 2024 | • GED (General Educational Development)
Truman College, Chicago December 2024 |
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CERTIFICATIONS

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| • CompTIA A+ (In progress, expected 02/01/2025) | • Google IT Support Professional September 2024 |
| • Course Careers IT Professional (score 99%) December 2024 | |

PROFESSIONAL EXPERIENCE

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- **LogNPacific | Help Desk Technician** | Remote | December 2024 - Present
 - Resolved level 1 IT support tickets, troubleshooting network connectivity, software, and hardware issues.
 - Achieved 95% adherence to Service Level Agreements by implementing a ticket prioritization system that streamlined workflow, resulting in a 30% reduction in average response time for customer inquiries.
 - **Colossus Marketing | Account Manager / Customer Service** | Chicago | July 2022 - December 2024
 - Streamlined customer account management through effective use of CRM software, automating workflows that increased response times by 30%, resulting in enhanced client satisfaction and loyalty metrics.
 - Reduced sales cycle by 10% through improved pipeline management, data analysis, and customer surveys.
 - Decreased manual data entry time by 20% through automation, optimization, and continuous improvement techniques. Initiated process analysis and data validation to enhance efficiency, accuracy, and productivity
 - Enhanced cross-functional collaboration by integrating project management and communication tools, training sessions, and best practices, leading to a 25% increase in team productivity and successful project completions.

PROJECTS

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- Investigated and analyzed key networking concepts, including remote desktop protocols, DNS configurations, SSH security measures; findings led to a comprehensive report identifying the top three vulnerabilities in current network setups.
<https://github.com/RomainTranchant/Network-Monitoring>
 - Implemented, configured, and managed a free open-source help desk ticketing system on Azure virtual machines, and analyzed the entire ticket lifecycle from creation to resolution.
https://github.com/RomainTranchant/OsTicket_Creating_And_Working_Tickets
 - I developed a binary tree in Python, complete with a Node class, various traversal functions (inorder, preorder, postorder), and utilities to calculate tree height, verify the Binary Search Tree property, and perform level order traversal.
<https://github.com/RomainTranchant/List-and-binary-tree>
 - I designed and developed both a queue and a stack data structure in Python. The queue implementation includes enqueue, dequeue, and peek operations, which I used to simulate a checkout line application. The stack implementation features push, pop, and peek functions, applied to verify balanced parentheses in expressions and convert infix expressions to postfix notation.
<https://github.com/RomainTranchant/Stack> | <https://github.com/RomainTranchant/Queue>

SKILLS AND TECHNOLOGIES

Microsoft Office Suite, Cybersecurity, Ticketing System, Azure, Cloud Computing, Programming, Virtual Machines, ACLs (Access Control Lists), SLA, Active Directory, File Permissions, Windows 10, Python, Linux, SaaS, CRM