DORIEN BOURNE

DORIENJOSHUABOURNE@GMAIL.COM

Glencoe, Limit District

Spalding, Clarendon, JAMAICA W.I.

(876) 227-8607

PROFESSIONAL EXPERIENCE

Easton Technologies, Miami — *Database Engineer*

Jan 2023 - 2024

I. Collaborated with the Database Administrator to **ensure optimal database performance and reliability,** supporting mission-critical business operations.
II. **Parsed and analyzed large datasets** using internal risk parameters, assisting the risk team in **deriving actionable insights for revenue generation.**
III. **Developed and implemented backup and disaster recovery strategies,** safeguarding critical business data against potential losses.
IV. Recommended and executed **database performance optimizations,** enhancing efficiency and reducing downtime.

VXI, Kingston — *Sales Agent*

Jan 2022 - Dec 2022

I. **Achieved and exceeded sales quotas** by leveraging persuasive communication and product knowledge.
II. Conducted **targeted upselling strategies,** increasing customer retention and maximizing revenue.
III. Implemented a **customer-first sales approach**, improving client satisfaction and boosting conversion rates.

ATL Automotive, Kingston — *After Sales Specialist*

Dec 2019 - Jan 2022

I. Managed **end-to-end vehicle servicing and repairs**, ensuring timely and high-quality customer support.
II. Acted as a **liaison between clients and internal departments**, facilitating smooth communication for vehicle repairs and insurance claims.
III. Coordinated with parts and service departments to **optimize workflow efficiency**, minimizing vehicle downtime for customers.
IV. **Streamlined the insurance claims process,** reducing delays and improving service turnaround time.

Mid Island Pharmacy, Clarendon — *Inventory Supervisor*

I. Supervised and maintained **accurate stock levels**, ensuring the availability of critical prescription medications.
II. Implemented **inventory control measures**, minimizing waste and reducing expired product losses.
III. Optimized inventory organization to **improve retrieval efficiency** and enhance operational flow.

TECHNICAL SKILLS

- JavaScript
- Python
- React
- NodeJS
- Proficiency with Microsoft Suite of Programs
- Linux
- AutoCAD
- Adobe Photoshop
- Davinci Resolve
- SQL
- Docker
- PostgreSQL,
- Azure
- AWS
- GIT.

SOFT SKILLS

- Conflict resolution
- Relationship Building
- Negotiation
- Persuasion
- Adaptability
- De-escalation

EDUCATION

Knox Community College, Jamaica — Associates in Information Technology

Aug 2024 - July 2026.

Glenmuir High School, May Pen — *High School Diploma* **3.5 GPA**

Volunteer Experience

Richard Azan annual community health fair – At this event I arranged medical kits, pamphlets, giveaways, and registration materials along with registering patients for medical check-ups.