

# MERCIDIEU ALEXIS

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333 Murfreesboro Pike Nashville, TN

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## PROFILE

Motivated and determined Information Technology student specializing in Cybersecurity. Gained valuable experience in technical support and customer service, with demonstrated leadership and adaptability at SYNDACOR TechPros. Trilingual in French, English, and Haitian Creole, with strong communication and interpersonal skills.

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## EXPERIENCE

### Technician

**SYNDACOR TECHPROS Technician | 601 Church St, Franklin, TN 37064 | May 2023 - Aug 2023**

Gained practical training in computer technology.

Provided technical support and developed advanced troubleshooting skills.

Completed complex repairs quickly by leveraging strong diagnostic skills and attention to detail.

Maintained a safe work environment by strictly following established safety protocols and guidelines.

### Office Assistant

**Hands and Feet Project | Jun 2019 - Aug 2022**

Scanned, organized, and managed critical documents.

Provided administrative support and distributed information internally.

Taught basic computer skills to teens, promoting digital literacy.

Worked independently and collaboratively to complete tasks on time.

Demonstrated adaptability in learning new software and tools.

Translator

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## SKILLS

Network security and digital forensics • Database management (MySQL) • Web development (HTML • JavaScript) • IT support and troubleshooting • Programming (Java) • Leadership and teamwork • Adaptable and quick learner • Attention to detail and problem-solving • Strong communication and collaboration • Multilingual (French • English • Haitian Creole)

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## EDUCATION

### Information Technology/ Cybersecurity

**Trevecca Nazarene University | Nashville, TN | Graduation Date: May 2025**

### High School Diploma

**Grace Christian Academy | Franklin, TN | Graduated: May 2021**