



Profile

Motivated and determined Information Technology student specializing in Cybersecurity. Gained valuable experience in technical 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.

Contact

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Hobbies

- Coding and exploring new technologies
- Playing soccer and staying active
- Solving puzzles and brain teasers

MERCIDIEU ALEXIS

Cybersecurity Analysis

EDUCATION

Trevecca Nazarene University

August 2021 – May 2025

Major: Information Technology | Minor: Cybersecurity

Grace Christian Academy

August 2019 – May 2021

High School Diploma

WORK EXPERIENCE

SYNDACOR TECHPROS Technician

601 Church St, Franklin, TN 37064

May 2023 – August 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.

Hands and Feet Project Office Assistant

June 2019 – August 2022

- Scanned and managed documents efficiently.
- Distributed information and provided administrative support.
- Taught computer skills to teenagers to enhance digital literacy.
- Learned and adapted quickly to new technology and software applications.
- Strengthened communication skills through regular interactions with others.
- Paid attention to detail while completing assignments.
- Managed time efficiently in order to complete all tasks within deadlines.
- Worked well in a team setting, providing support and guidance.
- Skilled at working independently and collaboratively in a team environment.

- Volunteering and community service

Hard Skills

- Network security and digital forensics
- Database management (MySQL)
- Web development (HTML, JavaScript)
- System maintenance and technical diagnostics
- IT support and troubleshooting
- Programming (Java)

Soft Skills

- Leadership and teamwork
- Multilingual (French, English, Haitian Creole)
- Strong communication and collaboration
- Attention to detail and problem-solving
- Adaptable and quick learner