ALEXANDRE LEE

SOFTWARE ENGINEER INTERN

+1 (954) 804-8498

Alexandrelincolnlee@gmail.com

Tamarac, FL

SUMMARY

Motivated and adaptable software engineering intern with a strong foundation in problem-solving and collaboration. Through hands-on experience in software troubleshooting and implementation, I have developed valuable technical skills and a solid understanding of software development processes. My background in customer service and leadership roles has also honed my communication and emotional intelligence skills. Proven ability to work effectively with diverse teams and clients, tackling challenges and driving positive outcomes. Eager to leverage my interpersonal skills and technical knowledge to contribute to company goals while further developing my software engineering expertise.

EDUCATION

Florida International University
Bachelor's Degree in Computer Science
20222 – 2025

Broward College
Associates in Arts
2019 – 2022

SKILLS

- Skilled in VS Code, Excel, and Google Analytics, SCRUM, and Object Oriented Programming

PROFICIENCIES

- Java
- JavaScript
- Office 365 Tools
- Python

FAMILIAR

- TypeScript
- HTML
- CSS
- React.js
- C/C++
- SQL
- PostgresSQL
- Assembly
- Github
- Node.js

PROFESSIONAL EXPERIENCE

Customer Service Representative
Commercial Printers Inc | 2023 - Present

- Engaging with clients to understand their printing requirements and provide accurate quotes for printing projects based on clients specifications.
- Coordinate with internal departments to ensure timely completion of projects
- Provide accurate and competitive price estimates based on project details
- Monitor project costs and profitability throughout production process

Gateway Coordinator
The Palace at Weston | 2022 - 2023

- Monitor and control access to the premises, ensuring only authorized personnel enter
- Answering phone calls and responding to inquiries from visitors and employees.
- Reporting any security incidents, suspicious activities, or breaches to appropriate authorities.
- Maintaining accurate logs and records of visitor activity, security incidents, and equipment checks.

Senior Customer Service Representative
Teleperformance | 2020 - 2022

- Providing advanced technical support and troubleshooting assistance to customers experiencing issues with Apple products and services.
- Investigating and diagnosing technical issues, analyzing logs, and performing in-depth troubleshooting to identify root causes.
- Serving as a subject matter expert and mentor to junior support representatives, offering guidance and assistance with escalated cases.