Claudine Bernadotte

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Education & IT Certifications

CareerFoundry, Full Stack Development |Online	*In progress*
NPower, Technology Fundamentals | Online	June 2022
Google Project Management Professional Certificate	NPower/Coursera	May 2022
Google IT Support Certificate	NPower/Coursera	March 2022
Montclair State University, Bachelor of Arts	May 2021

Technical Skills & Software

- ✓ Web conferences
- ✓ Microsoft Office
- ✓ Telephone etiquette
- ✓ Attention to Detail

- ✓ Team player
- ✓ Coachable
- ✓ Troubleshooting
- ✓ Documentation

- ✓ Accustomed to shift work
- ✓ Customer service
- ✓ Patient
- ✓ Conflict resolution

Professional & Technical Experience

Learning Coordinator, Johnson & Johnson Technology | March 2022- Current

- Maintain a virtual dashboard for company metrics
- Upload and secure reports for metrics
- Manage email and other learning requests
- Assist with updates to our Technology Academy & with Learning Initiatives

Youth Development Specialist, Boys and Girls Club, Paterson, NJ | March 2020- May 2021

- Generated weekly recognition pages and flyers for staff and children using Adobe Spark
- Handled setting up virtual equipment for group activities (i.e., cooking, yoga, dance, STEM)
- Provided technology support to children regarding their chrome books/laptops for school/classes
- Helped with administrative work; data entry for software called MTS, answered phone calls
- Performed screen calls over the phone and conducted interviews in person for YDS role
- Determined candidates for hire under Director's supervision
- Built amazing relationships with children (i.e., role modeling, mentoring)
- Created a safe and inviting environment for children and parents

Student Assistant, Montclair State University, Dept. of Public Health | September 2018-April 2020

- Provided support to faculty; duties included copying, scanning, and faxing
- Answered phones calls and took messages along with supporting issues regarding registration for classes