

# Elie Francois

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## EDUCATION

**Kennesaw State University - Kennesaw, GA**

Expected Graduation, **12/2021**

**Bachelor of Science**, Information Technology, **Minor**, Computer Science, GPA 3.25

- Accolades: USIC Undergraduate Scholarship Program
- Relevant Coursework: Programming & Problem Solving II, Hardware & Software Concepts, Data Structures

## TECHNICAL SKILLS

**Programming Languages:** C# | Java | Python | HTML

**Development Tools:** Visual Studio | Eclipse | IDLE | VS Code | Git | GitHub | Windows OS | Mac OS | Arduino | Raspberry Pi

**Other:** Word | PowerPoint | Excel | API

## WORK EXPERIENCE

**Technical Support Engineer Intern**

**Hyland Software - Olathe, KS (Remote)**

**05/2020 - Present**

**System Support Engineer Intern**

**Wolters Kluwer - Kennesaw, GA**

**10/2019 - 03/2020**

- Assisting clients by remote access using GoToAssist & TeamViewer and answering direct calls and emails.
- Documenting cases through Salesforce and escalating cases, if necessary, to Tier II.
- Assisting clients with installing, updating, and repairing Tax Software Programs such as TaxWise, ATX, Client Accounting Suite, and Paperless Plus
- Assisting clients with server migrations, database repairs, changed registry, resetting user passwords, restoring files, connecting workstations to the server, mapping network drives, repairing unexpected errors, enabling/ firewall/security settings, adjusting permissions, and changing backup settings within the program.
- Assisting clients that used Windows 7-10, Windows Server 2012- 2016.

**Technical Support Engineer Intern**

**Hyland Software - Olathe, KS**

**05/2019-08/2019**

- Gathered requirements from Technical Support Engineers to see what features they would like to be implemented on an internal webpage, TsHub
- Added new features to internal workflow webpage
- Worked with **HTML/PHP** while working on the project was also exposed to PHPMyAdmin while working on the project

## PROJECTS

**InComm Gift Card Application**

- Created an application that would allow users to check the balance of a gift card they have
- Given the Challenge to work with an InComm API to creatively solve an everyday issue for financial customers
- Gained valuable experience working in a team with peers