

Justin Doucet-Kinsman

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Objective

Self-taught web developer with one year of cumulative coding experience. Excited to apply my skills and to continue to learn and grow in this industry.

Skills

- 8 months of web development (HTML, CSS & JavaScript)
- Built several websites and applications using HTML, CSS & JavaScript
- Created multi-page web applications using React
- Experience with additional tools and languages such as Pug (Jade), MongoDB, Express and Mongoose
- Built server-based web applications using the MVC (Model, View, Controller) pattern
- Built projects using the SOLID design principles
- Experience with Git and GitHub
- Experience with Webpack
- Experience with Linux operating systems
- Impeccable punctuality
- Reliable and hard-working
- Exceptional problem-solving skills
- Keen eye for details
- Able to work independently or with a team
- Excellent verbal and written communication skills
- 2+ years customer service experience
- 1.5+ years call center and corporate environment experience

Work Experience

NTT Data Canada

Tufts Health Plan Provider Services

2020

- Assisted medical providers with questions regarding their patients benefits
- Investigated medical claims in excess of \$400,000
- Analyzed medical documents to determine patient's medical benefits

Health BC Help Desk

2020

- Notated IT tickets for documentation purposes
- Worked using various systems to determine if caller's tech issues had been resolved
- Transcribed voicemail messages for other departments of the IT team to listen to and investigate

Eddy Group Limited

Office Clerk 2019

- Posted expenses to the office database with special attention to accuracy
- Created expense report for 2018 advertising account using Microsoft Access
- Wrote template emails to be sent to customers upon creation of new account
- Created brief instruction manual for use of the company website
- Viewed company's new website before it was released to the public and provided feedback
- Searched filing cabinets for expense records to be added to an expense report

Great Canadian Dollar Store

Cashier 2018-2019

- Assisted customers in locating specific items
- Handled money with speed and accuracy
- Maintained orderly display of store items
- Stocked store shelves in aesthetically pleasing manner

Convergys Corporation

SiriusXM Corporate Solutions Team 2017

- Analyzed customers accounts to resolve issues
- Processed monetary transactions in excess of \$2000 per day
- Received most positive feedback reviews of any agent on the floor
- Interacted with customers and their accounts with efficiency and confidentiality
- Greeted customers in prompt and friendly manner
- Remained calm when dealing with difficult customers

Education

Eastern College

- IT Security and Systems Administration
- Finished 2022

Academy of Learning Career College

- Office Accounting and Bookkeeping Clerk Diploma
- Graduated 2019
- 87% Average
- Averaged 39 WPM in keyboarding course

Cape Breton University

- Finished 2017

Bathurst High School

- Graduated with honours 2014

Credentials

- CompTIA A+

References available upon request