

## ***Justin Doucet-Kinsman***

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### **Objective**

Self-taught web developer with one year of cumulative coding experience. Excited to apply my front-end skills to Momentum

### **Skills**

- 5 months of web development (HTML, CSS & JavaScript)
- Built several websites and applications using HTML, CSS & JavaScript
- Built projects using the SOLID design principles
- Experience with Git and GitHub
- Experience with Webpack
- Created multi-page web applications using React
- 9 months of additional coding experience (Python, PowerShell, Bash)
- Exceptional problem-solving skills
- Experience with Linux operating systems
- Impeccable punctuality
- Reliable and hard-working
- 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**