

LEIANNE LOUIS

PROFOLIO: <https://ledev93.github.io/mysite/dist/index.html>

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EXPERIENCE

Nova Point of Sale, Miami, FL — *IT Tier II Technician*

JUNE 2017 – PRESENT

- Answer both general and technical questions related to the operation and maintenance of software.
- Develop and maintain queries using SQL.
- Prepare/maintain internal documentation of reports and procedures for troubleshooting.
- Communicate technical information in a manner that can be clearly understood by non-technical individuals
- Utilize Salesforce ticketing system and Rescue by LogMeIn remote support

Maxeffect Computer Store, Naples, FL – *Computer Technician*

JUNE 2016 – DEC 2016

- PC/Laptop repair
- Router and printer installation
- Software and hardware installation
- IP camera installation
- On-site repair calls
- Cable wiring and installation

Skylink Data Centers, Naples, FL – *Intern*

JUNE 2016 – DEC 2016

- Shadowing Chief Information Officer.
- Windows server configuration.

Lorenzo Walker Technical College

JAN 2015 – DEC 2016

- Diagnose computer issues for clients
- Document findings and resolve computer issues
- Contact customers when computer is ready for pick up

JW Marco Island Marriott – *Restaurant Supervisor*

JUN 2013 – DEC 2016

- Ensure staff is working together as a team
- Ensure optimum service and that guest needs are met
- Complete opening and closing duties including

Accomplishments:

- Opened new outlet within hotel
- Food and Beverage Award 2015

EDUCATION

Lorenzo Walker Institute of Technology – *Computer Systems and Information Technology Graduate*

AUG 2014 – DEC 2015, Naples FL

Naples High School – *HS Diploma*

JUN 2011, Naples FL

SKILLS

- **Operating Systems:** Microsoft Windows OS, Apple Macintosh OSX
- **Programming languages:** HTML, CSS, Javascript, SQL familiar with Node.js
- **Programs:** Photoshop, Microsoft Office
- **Certifications:** Comptia A+ Certified

RELATED COURSES

Khan Academy:

- *Intro to SQL: Querying and Managing Data*

Udemy:

- *Introduction to Databases and SQL Querying* by: Rakesh Gopa.
- *The Web Developer Bootcamp* by: Colt Steele
- *Git a Web Developer Job: Mastering the Modern Workflow* by: Brad Schiff
- *Advanced CSS and Sass: Flexbox, Grid, Animations and More!* by: Jonas Schme.
- *The Complete Javascript Course* by: Jonas Schme.
- *SQL : The Hitchhiker's Guide To Writing SQL Queries* by: Paul Scotchford