LEIANNE LOUIS

PROFOLIO:
https://ledev93.github.io/leianne-portfolio-site/dist/index.html
GITHUB:
https://github.com/ledev93
LINKEDIN:
https://www.linkedin.com/in/leiannelouis/

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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