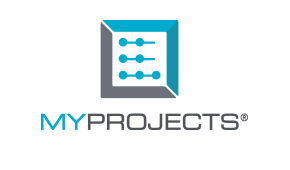
Luckson Madestin

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**Summary of Qualification**

Effective problem solver; thorough researcher.

Innovative in designing and carrying out projects.

Successful in mastering new skills through hands-on experience.

Sharp, quick learner; willing to get involved.

**Education**

**Florida International University**

Bachelor of Science in Computer Engineering December 2018

**Work History**

E**mployer**: Alorica **Position:** Team Manager December 2012 –February 2018

**Job Specifications:**

• Provides regular supervision and mentorship over subordinate staff

• Facilitates daily agent coaching and development sessions in both written and verbal format

• Participates in client related activities to include client calibration sessions and project planning

• Identify and address agent training needs

• Manage program specific performance standards

• Manage financial implications of attrition and attendance by maintaining program-specific goals

• Diffuse irate customer calls as applicable

• Provide agent support via handling escalated calls, as needed

• Ensure high level customer service is being practiced by all subordinate staff

• Worked in a fast paced and constantly changing environment

• Staying up to date with newest procedures

• Efficiently processing customer requests

• Problem- solving

**Technical Skills**

● Proficient in Python, Java, VHDL

● Installation: All kinds of hardware, windows, software, applications and antivirus  
● Troubleshooting: Failure identification, desktop/laptop/printer break-fix, servers and workstations

management  
● Operating Systems: Windows, Linux, and Macintosh  
● Computer Networks: LAN/WAN/MAN, Cabling  
● Excellent customer service skills  
● Expert MS Office

**Projects**

**Simon Says- FPGA- VHDL**

The user is prompted to match the sequence in the correct order that was shown on the 7 seven segment display. If the user makes a mistake two X’s will appear singling that the game is over. Level of difficulty can be selected via the dip switches from level 1 through 4.

**Parking Assistant- Arduino**

Utilizing an Arduino controller and ultrasonic sensors; the parking assistant measures the distance of an oncoming vehicle. Based on the distance a red, yellow, or green light illuminates to direct.

**Volunteer Experience**

Flint Water Relief June 2016

Raised $1024 and used donations to provide over 331 cases and 124 gallons directly to affected citizens.

Organized meetings with donors, locals, and shelters.

Run for Lupus September 2014

Raised $380 Fundraising for LUPUS FOUNDATION OF AMERICA SOUTHEAST FLORIDA CHAPTER INC

Fundraising, website designs, and organized web updates.