Mc Ali Jean Marie

mcalijeanmarie@yahoo.com | Valley Stream, NY | 917-651-4733 | LinkedIn | GitHub | Portfolio

Experienced professional with 4+ years of experience providing services to clients. I also provide technical support to colleagues, primarily with Windows 10, and IOS devices.

TECHNICAL SKILLS

Database Tools: MySQL, PhpMyAdmin, XAMPP, WAMP
Web Technologies: HTML5, CSS3, PHP
Programming Languages: Python, Java, JavaScript, Visual Basic, Command Line
Office Operations Tools: Google Suite, Microsoft Office 365 (Access, Word, Excel, PowerPoint, Outlook, Teams)
Operating Systems: Windows 10, macOS, Mobile Devices (iOS / Android)
Adobe Creative Suite: Photoshop, Illustrator, XD
Data Modeling Tool: Draw.io

EXPERIENCE

Allied Universal Protective Services, Valley Stream, NY
Command Operations Center   August 2016 - Present
Technologies: Windows 10, Word, Excel, ISSCommand, iOS
- Oversee new hire's training with detailed tours, and answer questions regarding site manuals.
- Responsible to resolve, de-escalate inbound, and outbound calls to boost Macerich's reputation.
- Coordinate with the management team for all administrative tasks e.g.(faxing, copying, and data entry).
- Maintain a friendly, and calm demeanor during peak hours of operation to provide unparalleled services.
- Effectively instruct non-technical colleagues how to use company computers easily, and safely for daily needs.
- Collaborate with law enforcement agencies, fire departments, and emergency medical services with onsite issues.
- Periodically provide Level 1 IT Support to Macerich's peripherals, and escalate IT-related issues to the IT Administrator.
- Prioritize, handle, and document all incidents occurring on the property via ISSCommand following Macerich's protocols.

ACADEMIC PROJECT

State University of New York College at Old Westbury, Old Westbury, New York
System Design & Implementation, *Minerva University*   Minerva, Minerva's Code
UI/UX Designer
Technologies: XD, Illustrator, Photoshop
- Communicated reasons behind design options such as colors, font style, font size, banner, and background pictures.
- Designed complete website templates for front-end pages, as well as back-end pages, and prototypes using Adobe XD.
- Created high-definition logo for the user manual, and login page. Edited banner and background images for multiple pages.
Front End Developer
Technologies: HTML5, CSS3, JavaScript
- Tested and fixed any website bugs that may be caused by the browser that the visitor is using to access our website.
- Ensured that all HTML5 codes were written neatly, documented, and well-structured while following SEO best practices.
- Developed features to enhance the user's experience by using white space, font size, pictures, and color consistency.
- Built 20+ HTML5 & CSS3 pages with components including drop-down menus, auth pages, PDF files, and clickable logo.
Back End Developer
Technologies: PHP, MYSQL, HTML5, CSS3, JavaScript
- Assigned the layout of 10+ pages, buttons, and home pages based on user type (i.e., Student, Professor, and Admin).
- Maintained design consistency throughout 10+ back-end pages following 20+ front-end pages and prototypes.
- Coded and integrated user-facing elements in PHP on the backend for all business logic in models, views, and controllers.
Technical Writer
Technologies: Word, Snipping Tool
- Wrote user-friendly manuals that meet the targeted audience using languages that sets our users up for success.
- Prepared comprehensive documentation that meets industry standards to effectively provides detailed information.
- Analyzed, researched, and compared similar technical documents for the same purposes concerning the project.

EDUCATION

State University of New York College at Old Westbury, Old Westbury, New York
BS, *Management Information Systems*   December 2019