

Frednel Jean-Joseph

BSBA Management Information Systems
ECU, Greenville NC - GPA 3.75/4.0

Professional Expertise

- Practical and working knowledge of C#, ASP.NET, and SQL Database as well as HTML, CSS, Bootstraps, and jQuery.
- Fundamental and practical knowledge of web application deployment, content management, and application integrations
- Comprehensive talents across the design, development, testing, maintenance, and documentation of applications.
- Ability and passion for dissecting/solving problems with a fact based, data driven, and creative approach.
- Flourish in fast-paced environments and quickly adapt to company changing priorities.

CRM Analyst – Accenture PLC – 05/2019 to Now

- Perform assigned technical duties, service calls and troubleshooting for the State of North Carolina purchasing system.
- Remain up to date on the latest application software, technologies, and solutions applicable to providing efficient solution.
- Analyze problems, derive options and solutions, and present them to stakeholders at multiple levels.
- Well-articulated documentation to all issue resolutions.

Real Estate Agent – Keller Williams Realty – 08/2016 to 06/2018 –

- Negotiated home prices, closing dates, EMD and concessions
- Nurtured client relationship and deliver exceptional stakeholder satisfaction
- Efficiently managed and assisted clients through their home closing process.
- Address problems, issues, and questions from clients, loan officers, seller/buyers and all involved in the transaction process.

Lead Retail Sales Consultant – Sprint Corporation – 01/2013 to 02/2017

- Oversaw store operation such as inventory processing, merchandise counting, and end of day cash balancing.
- Supervised and trained new team members in sales strategies and in customer relationship
- Handled customer escalations and reduced churn by 50% month over month
- Managed multiple tasks concurrently in fast-paced environment under tight deadlines.
- Monitored and helped maintain customer satisfaction above 75% monthly.

Activities & Honors

- Member of Beta Gamma Sigma (3.5 GPA qualification requirements)
- Awarded Top 35 Salesperson in the region at Sprint Corporation in 2015
- 4 years bus driver, landscaping/maintenance at Bethesda Place of worship, Bradenton FL