Kervintz Noel

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CAREER OBJECTIVE

Quick learner, Self-motivated IT professional and student seeking a Front-End Web Developer position where I will be put to maximum use to improve my skills and grow within the company.

SKILLS & CERTIFICATIONS

Technical Skills: React, JavaScript, Node.Js, Express, SQL, SQLite, HTML, CSS, MS Office 2016, O365 (Excel, Word, PowerPoint, Outlook), Windows 10, MAC OS, Android, IOS, Windows Server Administration (Active Directory), Citrix, and Good Understanding of Computer Networking (TCP/IP protocol).

Additional Languages: English, French, Haitian Creole

Certifications: Full Stack JavaScript, Front End Web Development, IBM Full Stack Cloud Developer Professional Certificate on Coursera (In Progress)

PORTFOLIOS AND HIGHLIGHTED PROJECTS

- Interactive Form (Live - GitHub)
- List Pagination (Live - GitHub)
- Public API Requests (Live - GitHub)

- React Gallery App (Live – GitHub)
- SQL Library Manager (GitHub)
- Full Stack School Database App (in progress) – (GitHub)

EDUCATION

Bunker Hill Community College   **Boston, MA**
Database Administration and Programming (AS)   Anticipated Graduation: June2021

Treehouse   **Boston, MA**
Full Stack JavaScript Techdegree   February 2021

General Assembly   **Boston, MA**
Front-end Web Development Certificate   February 2019

Ecole Supérieure Infotronique d'Haiti   **Port-au-Prince, HAITI**
A.S. Computer Science   July 2010

WORK EXPERIENCE

Brown Rudnick   **Boston, MA**
User Support Specialist   June 2019 - Present

- Provide telephone/remote connect support for end users (Remote and Onsite for 8 offices)
- Provide support for MS Windows, MS Office Suite, Citrix XenApp, Mimecast,
- Perform root cause analysis and developed resolutions to common issues – enabling immediate issue resolution for future related calls. Document and share all resolutions with team members and others within IT department as appropriate.
- Perform information gathering and troubleshooting details prior to escalating calls providing sufficient technical detail for 2nd and 3rd levels to resolve.

Massachusetts School of Art and Design   **Boston, MA**
Desktop Support Analyst   August 2018- April 2019

- Performed deployment and support for MAC and Windows devices for faculties, staffs and computer labs.
- Prepared and configured new laptops and workstations for faculties and staffs.
- Assisted students, faculties and staffs with Wi-Fi connection issues and setup on Apple, Android, and Windows devices.
- Collaborated with team members for the preparation of Group Policy objects and Windows 10 image deployment for Windows Migration from 7 to 10.
- Used PDQ Deploy to create and deploy packages to classroom and end user PCs.
- Used PDQ Inventory to gather hardware and Software information of PCs on the MassArt domain.
- Performed troubleshooting and provide detailed problem information to Tiers 3 for prompt resolution.