

CAREER SUMMARY

Software Engineer with experience working to improve performance of organizations serving thousands plus individuals each year. Adept at collaborating with others while ensuring high-quality services and programs. Career history of training and supervising staff, promoting adherence to organizational policies and industry standards.

AREAS OF EXPERTISE

Troubleshooting Processes | Website Development | Technical Support | Collaborative | Time-Management | Detail-oriented | Communication | Stress-resilience | Analytical | growth-Oriented | Self-Driven

PROFESSIONAL EXPERIENCE

FLORIDA HEALTH DEPARTMENT

Remote

Webmaster

Nov. 2023 - Present

- Spearhead the redesign and implementation of Marion and Citrus County Department of Health website and SharePoint intranet website utilizing (HTML5, CSS3, JavaScript, SharePoint, Cascade). Due to that 30 % improvement in site responsiveness and 20 % in user engagement.
- Ensure ADA accessibility compliance using site-improve and lighthouse, reducing issues by 25 %, and streamlined user support as the primary contact. Resulted in 15 % reduction in issue resolution time.
- Provide technical support to assist healthcare professionals in troubleshooting technical issues using Cherwell resulted in 98 percent employees satisfaction
- Collaborate with senior IT staff and technical support specialists, providing targeted helpdesk service to address issues and restore capabilities for 200+ users.

UPWORK/FREELANCE

Remote

Web developer

Aug. 2022 - Jan. 2023

- Designed and developed custom web applications for diverse small and medium-sized businesses using HTML5, CSS3, JavaScript, and WordPress, incorporating SEO strategies and social media integration
- Collaborated with clients to understand their business needs and provided consulting on SEO and social media strategies, leading to improved online presence and user engagement for clients.
- Managed multiple projects simultaneously, ensuring timely delivery and meeting client expectations within budget constraints.

UNIVERSITY OF FLORIDA

Gainesville, FL

Data Preparation and Control Operator

May 2015 - July 2016

- Successfully entered student financial data, including financial aid, resulting in a 98% accuracy rate and ensuring compliance with regulatory requirements.
- Contributed directly to product development initiatives, resulting in a 20% increase in user satisfaction and a 15% reduction in customer support tickets, ultimately delivering optimal experiences for end users.
- Consistently aimed to optimize performance and functionality of dashboards, resulting in a 25% improvement in data processing efficiency and a 30% increase in user engagement.
- Configured and upgraded workstations, overseeing set-up of university computer labs and peripheral components while ensuring optimal security of confidential data.

EDUCATION & TRAINING

YEAR UP

Atlanta, Georgia

Application Development Training (Virtual)

Feb. 2024 - Present

- Year Up is an intensive career development program with 250 corporate partners with 250 corporate, college-level courses, professional training, and a six-month internship.
- Completed coursework in Excel, Business Writing, Public Speaking, and Professional Skills with specialized training in Application Development.

UNIVERSITY OF FLORIDA

Completed coursework in French and Francophone.

Gainesville, FL

2014- 2017

TECHNICAL SKILLS

Skilled in HTML5, JavaScript, MS Excel, and CSS3, Java, WordPress, MS SharePoint

VOLUNTEER EXPERIENCE

REFUGEE HEALTH

Translator

Contributed to quality programs on behalf of organization with mission of serving low-income clients.

Remote
Oct. 2023 - Present

IGNITING DREAMS INC

Coding instructor

Contributed to quality programs on behalf of organization with mission of serving youth from disadvantaged backgrounds.

Gainesville, FL
Jan. 20219 – Jan 2022

LICENSES & CERTIFICATIONS

LINKEDIN-Learning GitHub

Jan. 2024

INTRODUCTION TO HTML5-Course Certificate

Jan. 2024

Hacker Rank JAVA (Basic) Certificate

Jan. 2024

INTRODUCTION TO CSS3- Course Certificate

April. 2024

INTERACTIVITY WITH JAVASCRIPT AND JQUERY - Course Certificate

April. 2024

LANGUAGES

Conversational skills in French. Fluent in Haitian Creole. Basic skills in Spanish.

ACADEMIC PROJECTS

Completed computer science project, with focus on Leading the development of a platform dedicated to preserving and celebrating Haitian culinary heritage, utilizing technologies such as EJS, Cloudinary, MongoDB, and SendGrid and more.

Completed computer science project, a fictional issue tracking system with focus on Implemented Google Sign-in functionality using Firebase to enhance user authentication and engagement, and designed a modern, intuitive, and highly responsive web application interface using HTML5, CSS3, JavaScript, and Bootstrap.