

Courressa Malcolm

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Competent in problem solving, communication, adaptability, and collaboration. In April 2023 I completed the Cyber Defense Professional Certificate at UCF and am currently working on a Front-End Engineer Certification through Codecademy. Through this course I have progressed in the HTML, CSS and JavaScript skill set as I aim for a career as a Front-End Developer.

EDUCATION

Codecademy Front-End Engineer Certificate Courses: HTML, CCS, JavaScript, Git and GitHub, React, Redux, Responsive and Interactive Website	Current
University of Central Florida Cyber Defense Professional Certificate Courses: Microsoft Security, Computer Networking, Linux Security, Network Security, Python	April 2023
Broward College Associate of Arts	May 2021

SKILLS PROFILE

Languages: HTML, CSS, JavaScript

Tools: Visual Studio Code, Chrome DevTools, Inkscape, Git Bash, GitHub, Gimp, VMware, TeamViewer, Oracle Virtual Box, Microsoft Word & PowerPoint, AWS RDP, Azure

Soft Skills: Adaptability, Troubleshooting, Teamwork, Patience, Customer Service

PROFESSIONAL PROJECTS

Front-End Engineer Projects Codecademy <ul style="list-style-type: none">Use flexbox to design and build the layout for a company's homepageCreate a class (ShiftCipher) that takes the numerical value of the shift as a constructor parameter. The class should have two methods:<ul style="list-style-type: none">encrypt: takes a plain text string and returns a capitalized string with each letter shifted forward in the alphabet based on the set shift value.decrypt: takes an encrypted message and returns a lower-case string with each letter shifted back in the alphabet based on the set shift value.In both methods, any character outside the alphabet should remain the same.But if a character is shifted outside the alphabet in either direction it should be wrapped around to the other side. For example, encrypting a y with a shift of 4 results in C and decrypting an A with a shift of 1 result in z.Create a fictional tea shop website by using the design spec and image assets provided	April 2024 – Current
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PROFESSIONAL EXPERIENCE

Contact Center Tech Rep I Net2Source	Remote July 2023 – Current
<ul style="list-style-type: none">Answers, evaluates, and prioritizes incoming telephone requests for assistance from users experiencing problems with hardware, software, networking, and other computer-related technologies, as well as Learning Management Software (LMS).	

- Handles problem recognition, research, isolation, and resolution for routine user problems, referring more complex problems to Tier 2, Tier 3, supervisor, or other technical staff.
- Interviews users to collect information about problems and leads user through diagnostic procedures to determine source of error.
- Logs and tracks all customer interactions using problem management software (ticketing system) and maintains thorough history records and related problem documentation.

Customer Service Representative

Adecco/Radial

Remote
October 2021 – July 2023

- Assist customers by listening and assessing their issues to either solve their problems or level it up to the appropriate person.
- Adapt to policy changes and apply them to necessary interactions based on dates when they are implemented.
- Document interactions with necessary information of issue and action that was taken to resolve the issue and if necessary, assign it to specific queue.
- Assist fellow agents by guiding them through tasks I am familiar with.

Crew Member

McDonald's

Longwood, Florida
June 2022 – February 2023

- Strategically plan based on priority to clean, stock, and prepare establishment for the morning shift while assisting customers with their orders.

WAH Tech Support

Radial (Peak Season)

Remote
October 2022 – January 2023

- Assist agents with resetting password for VMware and/or assigning a new/unlocking RSA token.
- Disconnecting held VMware sessions from specific server which prevents agents from logging in.
- Establish remote desktop connection using TeamViewer to troubleshoot VMware audio or desktop issues.
- Walk new agents through setting up and logging in to their VMware.
- Document each interaction using RadialNow with necessary details of issue and resolution taken and/or level it up to the appropriate department.