

# 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 React JS, HTML, CSS and JavaScript skill set as I aim for a career as a Front-End Developer.

## EDUCATION

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

## SKILLS PROFILE

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**Languages:** JSX, HTML, CSS, JavaScript

**Tools:** React JS, Restful API, 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

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<b>Front-End Engineer Projects   Codecademy</b> <ul style="list-style-type: none"><li>Use flexbox to design and build the layout for a company's homepage</li><li>Build a React web application called Jammming. Use the knowledge of React components, passing state, and requests with the Spotify API to build a website that allows users to search the Spotify library, create a custom playlist, then save it to their Spotify account.</li><li>Create a fictional tea shop website by using the design spec and image assets provided</li></ul>	April 2024 – Current
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## PROFESSIONAL EXPERIENCE

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<b>Contact Center Tech Rep I</b> Net2Source	Remote July 2023 – Current
<ul style="list-style-type: none"><li>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).</li><li>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.</li><li>Interviews users to collect information about problems and leads user through diagnostic procedures to determine source of error.</li><li>Logs and tracks all customer interactions using problem management software (ticketing system) and maintains thorough history records and related problem documentation.</li></ul>	

**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.