Joanne Elestin

New York, NY | 929-412-4656 | ejoanne20@gmail.com

PROFESSIONAL SUMMARY

Computer Science graduate with experience supporting customers, maintaining accurate records, coordinating administrative workflows, and contributing to a data science project. Brings analytical thinking, attention to detail, problem-solving, and communication skills developed across technical and office environments. Seeking an entry-level software, data, database, or technology training opportunity; currently refreshing foundational SQL, PostgreSQL, and Python skills.

TECHNICAL & PROFESSIONAL SKILLS

Technical foundations: SQL and PostgreSQL (foundational; refreshing skills), Python (foundational; refreshing skills), Windows, Linux

Data and documentation: Data entry and validation, record-keeping, data tracking, basic data analysis, documentation

Business and office tools: CRM systems, QuickBooks (learning), Raken, online contractor/vendor registration portals

Professional strengths: Customer support, troubleshooting and issue resolution, scheduling, organization, written communication, teamwork

Languages: English, Haitian Creole (fluent), French (basic)

PROFESSIONAL EXPERIENCE

Administrative Assistant | Bobtek Electrical Corp | Jan 2026 – Present

- Coordinate day-to-day office tasks, scheduling, document organization, and follow-up to help keep administrative workflows on track.
- Assist with Con Edison rebate-related paperwork and track supporting documentation and outstanding items.
- Organize and follow up on contractor compliance documents, including certificates of insurance (COIs) and workers' compensation paperwork.
- Support vendor and contractor registration activities through online portals, including Jaggaer and SUNY-related registration processes.
- Assist with insurance quote requests and maintain related records for review and follow-up.
- Build familiarity with QuickBooks and Raken to support office and project-administration tasks.**Hotline Counselor | Catholic Charities Immigration Services | Jan 2022 – Dec 2025**
- Handled a high volume of phone and email inquiries, providing clear information, referrals, and next steps to clients seekingimmigration-related services.
- Entered and updated client interactions in CRM systems, maintaining organized and accurate case records.
- Scheduled and coordinated appointments and orientations, including communications with custodians of minors where applicable.
- Documented concerns and supported fraud-reporting workflows, escalating sensitive issues through appropriate channels.
- Collected and reviewed service information to support reporting, outreach, and program operations.
- Resolved client concerns professionally while protecting sensitive information and following established procedures.**Software Development / Data Science Intern | CUNY Tech Prep | Sep 2020 – Jul 2021**
- Contributed to a team-based technical project involving predictive modeling and analysis of a dataset using Python and scikit-learn.
- Explored data to identify patterns and support model development and evaluation.
- Practiced analytical problem-solving, collaboration, and communicating technical work in a project environment.**Nanny / Tutor | NYC Administration for Children's Services | Sep 2018 – Aug 2020**
- Supported children's learning through homework assistance, educational activities, and structured routines.
- Maintained a safe, organized environment and communicated with relevant adults about daily needs and activities.

EDUCATION

John Jay College of Criminal Justice | Bachelor of Science in Computer Science | 2018 – 2021

LaGuardia Community College | Associate degree, Liberal Arts and Humanities | 2014 – 2018