



# Mc Eddy Jeune

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## PROFESSIONAL SUMMARY

Solutions-oriented Web Developer bridging the gap between technical operations and software engineering.

Experienced in designing and deploying full-stack web applications, from internal company prototypes (.NET/Angular) to custom inventory management systems (PHP/Laravel).

Adept at gathering requirements, defining technical architecture, and utilizing modern tech stacks to build progressive web apps and data analytics dashboards.

Recognized for a unique blend of customer-facing communication skills and deep backend troubleshooting expertise.

## SKILLS

- **Languages:** JavaScript / TypeScript, Java, C#, PHP
- **Backend & Databases:** .NET Core / ASP.NET, Laravel, SpringBoot
- **Frontend Frameworks & Libraries:** Angular, Next.js
- **IT Infrastructure & Tools:** Active Directory, Office 365, Windows Deployment/Imaging, Git/Version Control, Postman (API Testing), ITSM/Ticketing Systems (e.g., ServiceNow)
- **Core Competencies :** B2B Technical Support & Troubleshooting, IT Asset Management & Logistics, Systems Automation, Technical Documentation & Runbooks, Cross-Functional Communication, Agile Project Management (Concept to Prototype)

## WORK EXPERIENCE

### IT HELPDESK TECHNICIAN

01/2022 to CURRENT

#### Intact Insurance | Montréal, QC

- Provided frontline technical support for a diverse user base, diagnosing and resolving hardware, software, and peripheral issues in a high-volume environment.
- Managed the full lifecycle of support tickets using ITSM tools (e.g. ServiceNow), ensuring rapid response times and adherence to SLAs.

- Walked non-technical users through complex troubleshooting steps with patience and clarity, consistently achieving high user satisfaction ratings.
- Triageed incoming technical requests effectively, prioritizing critical system outages and delegating specialized tasks to appropriate network or system administrators.

## **TECH SUPPORT SPECIALIST**

*09/2021 to 12/2021*

### **Paysafe | Montréal, QC**

- Diagnosed and resolved incoming technical incidents related to merchant accounts, payment terminal hardware, and e-commerce gateway software.
- Maintained a high first-contact resolution rate by efficiently navigating internal admin tools to investigate declined transactions and routing issues.
- Educated merchants on security best practices, PCI compliance requirements, and fraud prevention configurations within the Paysafe ecosystem.
- Documented troubleshooting workflows and built knowledge base articles to accelerate resolution times for common integration inquiries.

## **COMPUTER TECHNICIAN**

*10/2020 to 09/2021*

### **Black Youth Socio-Economic Development Summit | Montréal, QC**

- Engineered a custom inventory management web application using PHP Laravel to centralize and streamline the tracking of incoming hardware and outgoing donations.
- Led the technical execution of a post-COVID laptop donation program, overseeing the entire hardware lifecycle from supplier intake to final deployment.
- Optimized device provisioning by bulk-imaging incoming laptops with Windows OS and pre-configured software stacks, significantly reducing turnaround time.
- Delivered dual-tiered technical support: resolving complex in-office IT infrastructure issues for staff and providing post-deployment troubleshooting for end-user beneficiaries.

## **CUSTOMER SERVICE AGENT**

*01/2018 to 10/2020*

### **Discount Locations d'autos et camions | Pointe-aux-trembles, QC**

- Facilitated seamless vehicle check-in and check-out processes, ensuring a high-quality, efficient customer experience from reservation to return.
- Resolved escalated customer inquiries and conflicts regarding billing, vehicle availability, and damage claims with professionalism and empathy.
- Educated customers on rental agreements, insurance coverage options, and vehicle features to ensure clarity and safety.
- Maintained high customer satisfaction scores by adapting quickly to unexpected delays or fleet shortages and providing immediate alternative solutions.



**INTERN WEB DEVELOPER**

01/2016 to 05/2016

**Inovestor Inc | Montréal, QC**

- Engineered a full-stack project management web application prototype for internal company use, utilizing .NET for the backend and Angular for the frontend.
- Designed and implemented responsive, user-friendly frontend interfaces to streamline internal task tracking and resource allocation.
- Developed robust RESTful APIs to handle data operations, ensuring seamless communication between the client architecture and the server.
- Accelerated internal workflow efficiency by delivering a scalable proof-of-concept that centralized project milestones and deliverables.

**EDUCATION**



Computer Science and Software Development  
**UQAM, Montréal, QC**

*EXPECTED IN 12/2026*



**DCS / DEC | Computer Science & Technology**  
**Vanier College, Montréal, QC**

12/2016

**LANGUAGES**



French - Advanced

English - Advanced