



SONNET J LAMOTHE

CONTACT

Homestead, FL 33035

Mobile: (305) 570-3277

sonnet@compnetdesign.com

WWW: [Online Profile](#)

EDUCATION

June 2022

Post Graduate Program in AIML:
Artificial Intelligence And Machine
Learning

The University of Texas At Austin,
Austin, TX

August 2003

Certification: Network Support
Services

**Robert Morgan Educational
Center,** Miami, FL

- General Office Clerk.
- Computer Support Specialist
Networking 1 & 2.
- Network Support Help Desk
Networking 3.
- Network Support Specialist
Networking 4.

September 1996

Bachelor of Laws: Legal Education
**Law Faculty And Economic
Sciences: FDSE**, Haiti

September 1994

Accounting Sciences: Accounting
And Business Management

PROFESSIONAL SUMMARY

With more than 15 years of experience in sales and customer service, I've built a career grounded in clear communication, strategic problem-solving, and technical know-how. In parallel, I launched CompNetDesign, a small business specializing in computer repair, networking, and full-stack web development. My passion for technology has fueled years of hands-on learning in coding, graphics, and system architecture.

I've developed front-end solutions using HTML, CSS, JavaScript, and jQuery, and built back-end systems with MySQL, SQL Server, Oracle, and PostgreSQL. To stay ahead of the curve, I've pursued coursework in artificial intelligence to deepen my understanding of emerging technologies and their real-world applications.

My academic foundation includes studies in law and accounting sciences in Haiti, and my technical journey began at age seventeen when I started building computers and working with DOS—a command-line operating system that shaped early computing before graphical interfaces became standard.

Today, I'm seeking a full-time opportunity in the U.S. technology sector that aligns with my skills and passion. I'm open to roles that blend technical expertise with sales and customer service, and I'm eager to contribute to a forward-thinking team where innovation and career growth are valued.

SKILLS

- Computer Skills
- Sales Strategies
- Product and service knowledge
- Decision-Making
- Team Motivation
- Customer Relationship Management (CRM)

WORK HISTORY

June 2002 - Current

PC Services, Web Design & Development, CompNetDesign:
(self-employed), Miami, FL

- Coded many websites using HTML, CSS, JavaScript, PHP, Python, PostgreSQL, MariaDB and MySQL and jQuery languages like <https://iecao.org>, <https://nlwtc.org>, rtnoi.com, radiolagonavefm.com, sensationkonpa.com and so on...
- Framework: E-Commerce Websites with WordPress, Joomla, Woo-Commerce & PrestaShop like <https://cndstore.us>,

INAGHEI, Haiti

LANGUAGES

English

Full Professional

French & Kreol

Native or Bilingual

Spanish

Professional Working

<https://euterproductions.com>

- Graphic Design: Photoshop, Illustrator, Gimp, Inkscape. Web Server: IIS, Nginx and Apache Server and Streaming Services: Radio and TV online.
- Developing robust Content Management Systems to act as intuitive interfaces for client interaction.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Managed time efficiently in order to complete all tasks within deadlines.

May 2014 - September 2025

Assistant Manager, *Brandsmart USA*, Miami, FL

- Overseen daily operations to ensure alignment with performance, quality, and service expectations.
- Upheld a clean, safe, and well-organized store ambiance to elevate the customer experience.
- Developed strong working relationships with staff, fostering a positive work environment.

June 2010 - February 2011

Web Design & Development., *Make A Wish Veterans*, Miami, FL

- Collaborated with cross-functional teams to integrate SEO best practices into web design, development, and content creation processes.
- Designed UIs within frontend web frameworks, exploiting associated templates and tools to shorten development times.
- Achieved brand recognition by spearheading development and implementation of new marketing materials, web designs and social media plans.
- Contributed to development of internal tools designed to improve overall efficiency within web support team.

July 2006 - October 2008

Customer Installation Service, Escalation, *DirecTV, Precision Response Corporation (PRC)*, Miami, FL

- Mentored junior team members on proper escalation handling techniques, improving overall team performance.
- Maintained comprehensive knowledge of company products, services, and policies to provide accurate information to customers during escalations.

May 2003 - July 2006

Customer Service Advisory, Supervisor, *Expedia., Precision Response Corporation (PRC)*, Miami, FL

- Handled customer complaints, resolved issues, and adjusted policies to meet changing needs.
- Improved customer satisfaction with timely response to inquiries, addressing concerns, and finding effective solutions.

Please, visit <https://cert.compnetdesign.com> for documentation purposes.