



Sonnet J Lamothe

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WWW: Online Profile

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.

LANGUAGES

English



Full Professional

French & Kreol



Native or Bilingual

Spanish



Professional Working

WORK HISTORY

PC SERVICES, WEB DESIGN & DEVELOPMENT

CompNetDesign: (self-employed) | Miami, FL JUN 2002 - CURRENT

- 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, WooCommerce & PrestaShop like <https://cndstore.us>, <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.

ASSISTANT MANAGER

Brandsmart USA | Miami, FL MAY 2014 - SEP 2025

- Overseen daily operations to ensure alignment with performance, quality, and service expectations.

SKILLS

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

EDUCATION

JUN 2022

Post Graduate Program in AIML
Artificial Intelligence And Machine Learning | The University of Texas At Austin | Austin, TX

AUG 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.

SEP 1996

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

SEP 1994

Accounting Sciences
Accounting And Business Management | INAGHEI | Haiti

- 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.

WEB DESIGN & DEVELOPMENT.

Make A Wish Veterans | Miami, FL

JUN 2010 - FEB 2011

- 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.

CUSTOMER INSTALLATION SERVICE, ESCALATION, DIRECTV

Precision Response Corporation (PRC) | Miami, FL

JUL 2006 - OCT 2008

- 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.

CUSTOMER SERVICE ADVISORY, SUPERVISOR, EXPEDIA.

Precision Response Corporation (PRC) | Miami, FL

MAY 2003 - JUL 2006

- 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.