Jimiel Tomlin

252-299-0586 | jimieltomlin@gmail.com | linkedin.com/in/jimieltomlin

EDUCATION

University of North Carolina at Charlotte — Charlotte, NC
Bachelor of Arts in Computer Science, Information Technology — *Aug. 2023 – May 2025*

Pitt Community College — Greenville, NC
Associate's in Arts — *Aug. 2020 – May 2022*

EXPERIENCE

Technical Support Agent — May 2022 – Oct 2024
Jeppesen, a Boeing Company — *Remote*

- Managed and resolved 100+ technical support tickets and calls per week for pilots using Salesforce.
- Mastered Garmin, Honeywell, and Avidyne avionics applications, resolving pilot database issues accurately.
- Created custom visualizations and dashboards using Salesforce.
- Supported JDM, Foreflight, Mobile FliteDeck, Windows, and iOS applications.

Technology Support Specialist — Feb 2022 – May 2022
IXL Learning — *Raleigh, NC*

- Communicated with managers to set up office computers.
- Provided membership and technical support via Salesforce.
- Managed customer accounts and resolved 20+ tickets per day to improve engagement.
- Analyzed marketing materials and customer needs, optimizing website messaging and email templates.

Samsung Experience Expert — Jan 2021 – Feb 2022
Best Buy — *Greenville, NC*

- Provided technical support and sales for Samsung devices and managed remote resolutions.
- Generated tickets for 80+ products daily, facilitating efficient resolution of technical issues.
- Troubleshot and repaired 20+ devices per week, ensuring customer satisfaction and loyalty.
- Trained 25 new team members, fostering a skilled and cohesive workforce.
- Analyzed weekly Power BI reports to optimize sales performance.

PROJECTS

Photography Portfolio Website | *HTML, JavaScript, CSS* — Dec 2023 – Present

- Designed and developed a portfolio website showcasing professional wrestling photography.
- Built responsive photo galleries using HTML and CSS to ensure the images displayed well across devices.
- Leveraged JavaScript to add interactive elements, such as image sliders and hover effects, creating a dynamic user experience.
- Focused on clean, organized code for easy modifications

UNCC Website Adobe XD Redesign | *Adobe XD, Human-Centered Design* — Aug 2023 – Dec 2023

- Conducted mock and real interviews to gather user insights and develop detailed personas that represent a range of user groups.
- Followed a structured design process, creating prototype wire-frames to visualize enhancements in user interface and functionality.
- Applied user-centered design principles to improve usability, streamline navigation, and boost website accessibility.
- Documented each phase of the design process, including research insights, design iterations, and final outcomes, as a resource for future evaluation and improvement.

TECHNICAL SKILLS

Software: Salesforce, TeamViewer, Microsoft Office, Google Workspace, Command Line, Slack
Languages: Java, Python, JavaScript, HTML/CSS
Operating Systems: Linux, Windows, MacOS, Android, iOS