

# Frank Jamison

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## Summary

A highly organized and detail oriented Software Programmer and Web Developer with 4 years of experience object-oriented programming and 4 years of experience in developing websites in both academic and professional settings with training in data structures, control structures, and algorithm design utilizing C++, Java, JavaScript, PHP, HTML, and CSS.

## Education

<b>MASTER OF SCIENCE IN INFORMATION TECHNOLOGY WITH CONCENTRATION IN WEB DESIGN</b> <i>Southern New Hampshire University, Manchester, NH</i>	<b>IN-PROGRESS</b> GPA: 4.0/4.0
· Related Coursework: Advanced Information Technology, Technical Communication, Object Oriented Application Development, Operating Systems, Experiential Learning: Designing the Internet of Things	
<b>CERTIFICATE IN WEBSITE DEVELOPMENT</b> <i>University of California Davis, Davis, CA</i>	<b>IN-PROGRESS</b> GPA: 3.766/4.0
· Related Coursework: Creating Functional Websites, Web Programming with JavaScript, Server-Side Scripting with PHP	
<b>BACHELOR OF SCIENCE IN COMPUTER SCIENCE</b> <i>National University, La Jolla, CA</i>	<b>SEPTEMBER 2015</b> GPA: 3.764/4.0
· Related Coursework: C++ Programming Level 1, C++ Programming: Objects, HTML Programming Level 1, Programming for IT Environment, Systems Quality Assurance, Programming in JAVA, Object Oriented Design, Discrete Structures and Logic, Data Structures and Algorithms, Algorithm Design, Programming Languages	

## Certifications

### LYNDA.COM

- Front-End Web Developer, SEO Expert

## Additional Skills

### LANGUAGES

- C++, CSS, HTML, Java, JavaScript, PHP

### TOOLS

- Adobe Dreamweaver, Adobe Fireworks, Adobe Photoshop, Brackets, Eclipse, Microsoft Visio, Microsoft Visual Studio, Visual Paradigm

## Experience

### CLIENT SUPPORT ASSOCIATE, LEVEL 2

07-2016 TO PRESENT

*BROADRIDGE ADVISOR SOLUTIONS [SAN DIEGO, CA]*

I assist financial advisors across the nation from companies such as Wells Fargo Advisors, Waddell & Reed, and New York Life to create, update, and maintain their online web presence and other digital marketing services.

- Assisted an average of 395 phone customers and 260 email customers with their FINRA approved websites and other digital marketing services on a monthly basis during the 2016-2017 performance year.
- Satisfactorily completed 11 long-term, time sensitive projects during the 2016-2017 performance year, accounting for 64.7% of all such projects in the department.
- Maintained the highest number of closed email support tickets and positive customer satisfaction survey responses in the department for the 2016-2017 performance year.

**OFFICE MANAGER***SIERRA PLUMBING & ELECTRIC [RIVERSIDE, CA]*

02-2016 TO 04-2016

- Utilized QuickBooks to keep accurate records on accounts payable and accounts receivable and produced weekly reports for the leadership team to help decision making processes and budgeting.
- Maintained job and accounting folders to accurately reflect the status of open contracts such as percent complete, percent billed, insurance status, and change orders.
- Collaborated with Paychex regarding new hire paperwork, termination packets, and wage garnishments to keep employee records up to date and in compliance with government standards.

**PROPERTY MANAGER***GILBERT APARTMENTS [HEMET, CA]*

05-2002 TO 08-2012

- Created Microsoft Access database to store tenant information, track payment status, and generate rental contract agreements, thus improving productivity and implementing standardization of processes.
- Completed background and reference checks to determine suitability of tenant applicants and limit financial loss and property damage due to inappropriate behavior or inability to pay rent.
- Collected monthly rent from tenants, maintained detailed payment records, and made deposits of funds collected to company bank account on a weekly basis, as needed.

**Military Experience****ELECTRONIC WARFARE SYSTEMS HELPER***California Air National Guard / United States Air Force Reserve*

02-1992 TO 02-1995

*Honorable Discharge*

- Awards: National Defense Service Medal, Air Force Longevity Service Award

**MULTICHANNEL COMMUNICATION SYSTEMS OPERATOR***United States Army / California National Guard*

05-1986 TO 02-1992

*Honorable Discharge*

- Awards: Army Service Ribbon, Overseas Service Ribbon, Good Conduct Medal, Iron Forge I Certificate of Achievement, Exceptional Family Member Services Commendation for Service

**Volunteer Work****MARCH FOR SCIENCE, SAN DIEGO***SURVEY TAKER AND CHANT LEADER*

04-14-2018

- Surveyed individuals attending the event and lead the march with inspiring science related chants to motivate the crowd.

**RONALD McDONALD HOUSE CHARITY***RED SHOE DAY DONATION COLLECTOR*

06-20-2017

- Assisted in the collection of over \$212,000 to provide a home away from home for families of seriously ill and injured children.

**RONALD McDONALD HOUSE CHARITY***CAFETERIA VOLUNTEER*

03-15-2017

- Prepared and served lunch to over 170 individuals residing in or visiting the house while their critically ill children were being treated in nearby hospitals.

**CORPORATE PROJECT MANAGER***NEW WINE MINISTRIES INTERNATIONAL*

09-2004 TO 02-2006

- Built and maintained ministry websites for 7 locations internationally to disseminate pertinent information to the congregations utilizing Adobe Dreamweaver and Adobe Fireworks products.
- Created all ministry fliers, brochures, presentations, and annual event programs required by the ministry utilizing Microsoft Office Professional, Adobe PageMaker, and Adobe Acrobat products.
- Maintained all Hemet congregation computers and peripherals in working order, as well as recommended and installed all hardware and software upgrades.