JAMES WARNECKE

412 - 335-0398 - warnecke.james@outlook.com - Greensburg, PA
GitHub: https://ghost-tech-alt.github.io/

EDUCATION
Programming Certificate
Westmoreland County Community College, Youngwood, PA
Anticipated Graduation: Spring 2025

SKILLS
- Programming Languages: Python, Java, HTML, CSS, JavaScript
- Operating Systems: Windows, macOS, iOS, Lynx, Android
- Software: Microsoft Office, QuickBooks, TurboTax
- Troubleshooting software and hardware issues related to Apple, ADT Blue, TurboTax, and QuickBooks products
- Apply interpersonal skills to effectively manage a team of four people
- Building and repairing personal computers (PCs)
- Proficient in English and Japanese

CERTIFICATIONS
- Microsoft Office Specialist
- Adobe Photoshop and Illustrator
- IT
- SQL

DESIGN EXPERIENCE
Team Lead   05/2020 - Present
Revelation Industries LLC, Greensburg, PA
- Develop and present ideas to team members
- Facilitate weekly meetings to work on projects and ensure team stays on schedule
- Generate base code for projects using Kotlian, Python, and Java
- Run and test device using Linux while designing own unique operating system

WORK EXPERIENCE
Customer Care Agent   09/2023 - Present
CVS Health, Remote
- Deliver tech support for health-related inquiries, ensuring accuracy in prescriptions
- Troubleshoot customer issues in online prescription/account systems, improving satisfaction
- Handle an average of 50+ customer inquiries daily, ensuring quick resolution and high customer satisfaction
- Update customer information and accounts, including medical and insurance information, in SalesForce database

Gold Stage Video Game Tester   02/2022 - 09/2023
UbiSoft, Remote
- Tested mobile game, reporting bugs and issues

- Wrote review of the game as a developer
- Analyzed video game data throughout gameplay

Tech Support Specialist   02/2022 - 09/2023
S*P Data LLC/Walgreens Specialty Pharmacy, Remote
- Provided Tier 1/2 support for Apple, TurboTax, QuickBooks, resolving 95% of issues
- Assisted with product setups, configurations, and training new team members
- Reduced average resolution time by 20% through effective troubleshooting and product knowledge
- Entered insurance and medication information into electronic health records database

Wire Technician   01/2023 - 07/2023
Crisp Control, Irwin, PA
- Read and followed blueprints to build electrical units
- Spliced, crimped, ran, and tested wires
- Gained proficiency in using electrical tools including indoor crane units, wire crimper machines, and wire testing units