# John C. Wrimene

Cincinnati, OH 45211                     SWE Portfolio – https://john-portfolio-two.vercel.app/

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## **FULL STACK WEB DEVELOPER**

SUMMARY:  Results-oriented software engineer with a strong foundation in IT helpdesk and extensive customer support experience spanning over 11 years. Specializing in the MERN stack, adept at leveraging critical thinking to troubleshoot and resolve complex software issues efficiently. Known for collaborating seamlessly across international and external teams. Passionate about continuous learning and staying updated with emerging technologies to drive innovation and deliver exceptional results.

## **TECHNICAL SKILLS**
**JavaScript ES6, HTML, CSS, React, MongoDB, Express, Nodejs, Git, NPM, VScode**

## **EDUCATION**
**Per Scholas,** Cincinnati, OH                     October 2023
Software Engineering

Certifications
**CompTIA A+ Certified (**June 2018),
**CompTIA Network+ Certified (**August 2021)

## **Professional Experience**

**Ahead – Helpdesk Analyst** Cincinnati, OH                     January 2022 – June 2023
- Identified and resolved performance issues with Microsoft Edge and Google Chrome applications, achieving a 20% increase in user productivity.
- Partnered remote users with remote set up, downloading correct applications, and verifying that client could log in to work from home.
- Oversaw boarded and off boarded Active Directory user accounts for clients.

**Insight Global\Norfolk Southern,** Cincinnati, OH                     March 2021 – August 2021
*IT Helpdesk level 1*
- Diagnosed and resolved software issues affecting HP and Lexmark printers through meticulous troubleshooting techniques, including driver resets, removals, and installations. Ensured seamless printer functionality and minimized downtime for end users.
- Resolve Internet Explorer and Google Chrome performance issues.

**CDK Global,** Cincinnati, OH                     June 2019 – January 2020
*CTA Helpdesk level 1*
- Assisted clients with reporting issues when trying to complete a deal using the CVR service.
- Provide great customer service.
- Created CVR accounts for clients.
- Assist clients with any password related issues.
- Troubleshoot errors with CVR software.

**Pomeroy I.T Solutions,** Hebron, KY                     November 2016 – May 2019
*IT Helpdesk level 1*
- Served as the first point of contact for end users.
- Provided great customer service while helping clients with technical issues.
- Updated existing laptops and desktops from Windows 7 to Windows 10.
- Resolved issues with Microsoft applications having performance issues.