

JP GRINEAU

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Summary

Motivated and solution-orientated student software developer. Determined individual with a passion and love for web development. Quick to learn and understand new styles and technologies as needed. Dedicated to enhancing my skills and committed to lifelong learning.

Skills and Strengths

- JavaScript
- Java
- HTML/CSS
- C, C++
- Technical Troubleshooting
- Testing and debugging code
- Familiar with SQL
- Git/GitHub
- Oral and Written Communication
- Database Fundamentals
- Reliable and Consistent
- Strong Problem Solver
- Adaptability
- Committed to Lifelong Learning

Experience

ESPN (Sutherland Global) | Remote
IT Help Desk Specialist
02/2022 - Present

- Conduct troubleshooting to resolve IT-related and application issues.
- Implemented and used an efficient ticketing system to monitor incoming tickets, track incidents and troubleshoot issues.
- Consistently met call handling and ticket closing goals.
- Provide clients with information on application and website upgrades with a wide range of software and hardware capabilities.

Spraytec | Wheatley, ON
Construction Worker
06/2014 - 12/2021

- Sustained safety protocols to maintain secure, proper handling of equipment and materials.
- Worked professionally to handle client requests and requirements.
- Efficiently resolved a wide variety of technical issues on hydraulic and electric machines.
- Answered phone calls and asked appropriate questions to determine which service would apply to customers' needs.

Education

Fanshawe College of Applied Arts and Technology | London, ON
Advanced Diploma in Computer Programming and Analysis
Expected in 08/2024

Adrian College | Adrian, MI
Bachelor of Science in Exercise Science
08/2019

St. Clair College of Applied Arts and Technology | Windsor, ON
Certificate in Fitness and Health Training
05/2014