

JP GRINEAU

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Summary

Motivated and solution-orientated student software developer. Determined individual with a passion 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
- TypeScript
- HTML/CSS
- React
- PHP
- SQL
- Java
- CMS (WordPress)
- Git
- Technical Troubleshooting
- Oral and Written Communication
- Database Fundamentals
- Reliable and Consistent
- Strong Problem Solver
- Adaptability

Experience

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

- Conduct troubleshooting to resolve application and IT-related issues.
- Implemented and used the Jira ticketing system to monitor incoming tickets, track incidents and troubleshoot issues.
- Consistently reached contact handling and ticket closing goals.
- Provide clients with information on application, streaming services, 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
Diploma in Web Development and Internet Applications
Expected in 12/2024

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