Jonathan Lukassen

Nashville, TN 37201
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Skills: Python, Django, Angular, Node, JavaScript, SQL, PostgreSQL, Heroku, Linux

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EMPLOYMENT HISTORY

Alvaria - ACC Support
Customer Care Engineer   November 2020 - Present

- Provide remote customer support for VIA cloud, Hosted, and Unified IP services and infrastructure
- Coordinate with T2 for education and support. Restructure separated the team; I started a biweekly case review for new hires and T2. This is now the being used for the new class of VIA hires
- Document case and resolution detail, educate customers and publish critical findings in Knowledge Base

Mount Juliet Café
Freelance Developer   August 2019 - November 2019

- Developed and supported mountjulietcafe.com and related applications with JavaScript, CSS, and HTML5
- Collaborated with Store Owner to optimize customer promotional reach using social media
- Diagnosed and resolved issues with website, server, and third-party integration

ECPI – Work Study
Software Developer   November 2018 – May 2019

- Developed an interactive game using a Tello Drone API, VB and Node
- Tested and debugged features each week for prospective student demonstrations
- Attended weekly meetings as technical lead and founding member of the Drone Club

Wells Fargo - Technology Connection
App/Hardware SVT - Corp/Lending   October 2017 – April 2018

- Provided remote application, hardware, and network support for 300,000 users
- Achieved 97% in first call resolution, 7% above team goal
- Educated users on date security protocols, and procedures

EDUCATION

ECPI University **–** Richmond, VA   February 2017 – July 2020
Mobile Development