

JASON VISSAGE

Denton, TX 903-819-0203 JasonVissage@yahoo.com

Full Stack Web Developer expecting bootcamp certification in April 2022 from UT Austin. Holds a bachelor s degree in business management and public administration with interests in customer experience, workflow efficiency, and leadership. Reliable, hard-working, and adaptable individual that enjoys a challenge and learning new things. Seeking opportunities to apply professional experience, knowledge, and characteristics to a role in information technology, web development, or related fields where skillset can be best utilized.

EDUCATION

University of North Texas

Bachelor's

Business Management and Public Administration

Denton, TX

08/2013 to 05/2017

University of Texas at Austin

Other

Full Stack Web Development Certification

Austin, TX

10/2021 to 04/2022

SKILLS

Full Stack Web Development such as HTML, CSS, Javascript and more - Conflict Resolution - Leadership - Timely project completion - Troubleshooting and diagnosis - Wireframes - ServiceNow - Microsoft Applications (Excel, Outlook, Word, PowerPoint, etc.) - Oral and written communications - Organizational skills

WORK EXPERIENCE

Telecommunications Analyst II

02/2019 to Present

University of North Texas System

Denton, TX

- Provide telecommunications support to UNT System and UNT World customers.
- Install, configure and maintain communications equipment and software applications.
- Interact with service providers and communications suppliers to obtain and support operations.
- Develop and maintain preventative maintenance programs.
- Manage the ticket queue for all incoming requests/incidents and triaged accordingly to make sure the most urgent issues were taken care of in a timely manner.
- Access and utilize communications equipment and software applications to research, update, and produce reports.
- Consult with customers across campus on telephony services to find a solution that best meets their needs and then implement that solution in the best way possible without disrupting their current service or workflow.

Freight Broker/Account Manager

07/2017 to 02/2019

Ryder Logistics & Transportation Solutions

Ft. Worth, TX

- Handling multiple accounts, ensuring each customers needs are met in a timely and financially efficient manner.
- Negotiating pricing for services to meet company, group and individual goals for profits each month.
- Keeping detailed and organized spreadsheets to track orders, revenues, expenses, and profits for accounts managed.
- Establishing and maintaining relationships with customers and carriers to ensure a positive experience by meeting deadlines and exceeding expectations.
- Consistently communicating and providing thorough updates with each party involved.
- Adjusting seamlessly to change and increased work load on a very regular basis.
- Practicing excellent problem solving and critical thinking skills when faced with regular complications that are common to this field.

Student Technician - Telecommunications

07/2014 to 07/2017

University of North Texas System

Denton, TX

- Troubleshoot both minor and complex problems to resolve conflicts and adapted quickly when needing to learn new skills.
- Retrieve service tickets from queue and complete to specifications of customer.
- Exceeded in learning, identifying, and applying patterns and skills relating to technical roles with both cognitive and dexterous aspects.
- Periodically managed and worked with a team of contractors giving them direction and supervision on larger projects.
- Demonstrating exceptional customer service skills professionally, and in a way that reflects well on our organization.