

# JOEL JIMENEZ

## Contact Information:

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## TECH SUPPORT

## PERSONAL PROFILE

I am a passionate individual that takes pride in the work I do and into everything I accomplish. I am looking to continue my career in the tech industry. I am currently enrolled in a rigorous 9-week boot-camp through NewApprenticeship to learn about the Tech Process Associate position.

## TECHNICAL SKILLS

- HTML
- CSS
- JavaScript
- jQuery
- Angular JS
- Bootstrap
- ITIL (Information Technology Infrastructure Library)
- Agile
- Node.js
- MondoDB

## ACADEMIC HISTORY

### NEW APPRENTICESHIP

#### Tech Boot-Camp

- Knowledge in ITIL & Agile Methodology
- Scrum Project Using JIRA
- Hands-on practice courses on ServiceNow
- JavaScript/CSS/HTML/Angular JS practical experience
- Project on JSON & REST API messaging for ServiceNow

### LINCOLN TECH

#### Tehchnical Degree

- Coursework in Automotive Technology
- Suspension and Steering
- Engine Performance Coursework
- Electronics Diagnostics
- Collision Repair and Refining

## Language Spoken

- English
- Spanish

## WORK EXPERIENCE

### DESKTOP SUPPORT

#### Concentra Urgent Care

March 2019 - July 2019

- Assisted in problem solving technical issues internally on a day to day basis via phone calls, e-mail, and chat, with 98% customer satisfaction rate
- Worked closely with other support teams to find solutions to technical issues
- Documented all information pertaining to an incident including caller information, problem, steps taken etc. in a ServiceNow environment

### METER READER

#### Atmos Energy

October 2017 - January 2019

- Daily use of hand-held devices to record, update or modify meter information
- Operated company cell-phones and radios for communication or to report possible dangers, like gas leaks
- Coordinated with team members in order to get routes completed on time
- Trained new hires on safety and how to work efficiently on a daily basis according to company standards

### SALES/CASHIER/SHIPPING

#### Express Clothing

May 2015 - June 2016

- Operated a POS daily for checkout, inventory information, price adjustments and assisted in sales
- Our store ranked in number one in sales month after month in our region
- Used scanners to update or change prices or inventory items on the computer system
- Greeted and assisted customers regarding store policies and merchandise
- Worked individually or with team members to unpack, sort, prepare and re-stock merchandise
- Trained new hires in store policies, safety, and efficiency to meet or exceed the needs of the company