

JOEL JIMENEZ

WEB DEVELOPER

TECH SUPPORT

I am a passionate individual that takes pride in the work I do and in everything I accomplish. I am looking to continue my career in the tech industry. I am currently enrolled in a rigorous 9-week bootcamp through NewApprenticeship to learn about the Tech Process Associate position. I learned about ITIL, Agile and ServiceNow concepts including Javascript and Angular JS languages. I am capable of working individually and enjoy working with a team to meet deadlines. I am currently looking for entry-level roles.

TECHNICAL SKILLS

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

Other Skills

- Problem Solver
- Extremely Organized
- Exceptional Service
- Team Leader
- Self Motivated
- Detail Oriented

GET IN TOUCH!

Mobile: (816)885-8434
Email: JoelJ2012@yahoo.com
Address: Kansas City, MO

LANGUAGES SPOKEN

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, or chat.
- 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.

METER READER

Atmos Energy | October 2017 - January 2019

- Daily use of handheld devices to record, update or modify meter information
- Operated company cell-phones and radios for communication or to report possible dangers like gas leaks, etc.
- 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 - Jun 2016

- Operated a POS daily for checkout, inventory information, price adjustments etc.
- 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

Academic History

Lincoln Tech | Technical Degree

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