Jayna Leitze

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SUMMARY

Tech-savvy professional with experience in JavaScript, ReactJS, CSS, HTML, NextJS, and an array of valuable technical tools. Adept at providing technical support, troubleshooting issues, and enhancing software quality. Skilled communicator with a strong background training others and administrative experience.

TECHNICAL SKILLS

- JavaScript
- ReactJS
- CSS
- HTML
- NextJS
- Intercom Chat Support
- Python
- Django
- Git/GitHub
- SQLite3
- Postgres
- Jira
- Airbrake
- Firebase Crashlytics
- Visual Studio Code

Technical Experience:

Technical Product Support Engineer

Fulcrum | July 2021 - August 2023

- Responsible for providing technical assistance to customers using the Fulcrum's data collection software
- Provided guidance to customers on proper use of products and services through educational materials.
- Monitored incoming requests for technical assistance via ticketing system or helpdesk software.
- Provided technical support to customers on software and hardware issues via zoom, email, and chat.
- Diagnosed customer's problems using troubleshooting techniques and knowledge base resources.
- Utilized problem-solving skills to resolve complex technical issues quickly and efficiently.
- Resolved user inquiries in a timely manner while maintaining high quality standards.
- Trained new staff members on customer service policies and procedures as well as technical support tools and systems.
- Investigated escalated complaints from customers regarding product performance or services rendered.
- Participated in ongoing training sessions related to new technologies or methods used by the company.

- Demonstrated excellent problem-solving capabilities, quickly identifying and resolving customer issues.
- Responded promptly to incoming emails or phone calls from customers regarding product support questions.
- Developed strong interpersonal skills to effectively communicate with customers and colleagues.
- Collaborated with team members to develop innovative solutions for difficult technical challenges.
- Worked with other customer support agents to maintain an average CSAT score of 95+

Teaching Assistant/Junior Instructor

Nashville Software School | May 2021 - March 2023

- Collaborated with Lead Instructors and Junior Instructors to teach software development fundamentals.
- Offered individualized support to students encountering challenges.
- Aided in lesson planning, student evaluations, and problem-solving.
- Monitored and reported on students' learning progress.
- Conducted assessments and maintained records.

Software Developer - Apprenticeship

Nashville Software School | Sept 2020 - March 2021

- Gained extensive experience in a simulated work-based learning environment.
- Proficient in remote collaboration using Zoom and Slack.
- Emphasized team-based development in a virtual work environment.
- Completed an intensive, full-time 6-month software development program, mastering full-stack technologies.
- Collaborated with fellow developers on program design, development, and testing.
- Designed and coded new software, adding valuable features.
- Participated in sprint planning meetings and executed debugging tasks.
- Created and maintained databases.
- Managed version control repositories using Git and GitHub.
- Thoroughly documented technical specifications for projects.

Receptionist/Administrative Assistant

Realty Title | Feb 2020 - April 2020
NBS Fitness | Dec 2018 - Nov 2019
Cannon Wright Blount | Feb 2016 - Dec 2018

- Assisted administrative teams in daily tasks to ensure smooth workflow.

- Coordinated special projects and managed schedules.
- Interacted with vendors, clients, and professional services personnel, overseeing orders and activities.
- Managed CRM databases for client information and event workflow.
- Handled telephone inquiries, messages, and call transfers.
- Maintained and organized files, ensuring the confidentiality of sensitive information.
- Provided administrative support to management, including meeting and appointment scheduling, agenda preparation, and record-keeping.
- Managed office supplies and equipment maintenance.
- Greeted and directed visitors and callers as needed.