

# JERMAIN JACKMAN

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## ABOUT ME

Insightful and detail-oriented **Frontend Developer** with experience in complex business systems and **client support** in fast paced user centric environments. Leverages innovative approach alongside leadership and rapport to expedite resolution processes.

## EDUCATION

2014 - 2021 • **University of Waterloo**  
Honors Bsc Mathematics

## CORE SKILLS

Team Development	Microsoft Excel	Requirement Analysis
Creative Strategy	Process Documentation	Pre-Sales Experience
Agile Environment	Javascript and Python	HTML

## EXPERIENCE

### 2021 **Canada Ministry of Economics Development, Job Creation and Trade**

#### Program Review Officer

- Aggregated and **analyzed data from 50,000 + businesses** for covid relief grants.
- Averted the processing of over **2 million dollars of fraudulent payments** through data mining.

### 2019 **University of Waterloo**

#### Administrative Math Coordinator & Front Desk Assistant

- **Supported software and administrative needs for 10,000+ users** on the University of Waterloo campus by providing onsite and remote assistance in onboarding, training, **user support and configurations**. Liaison between professors and secretary.
- Monitored the incident ticket tracking system to **diagnose user requests** for technical assistance and prioritized work accordingly. Provided in-person floor support, as well as **remote guidance** via phone, leveraging **strong customer service** skills to resolve software, system issues, and **meet client needs**.

### 2017 **Hewlett Packard Enterprise**

#### Pre-Sales Solution Architect

- **Trained clients** in use of new Hewlett Packard Enterprise products and services. Provided **live support coverage** and **coached clients** on best practices.
- **Increased sales-team efficiency by 30%** through **building and implementing an API** that **saved 10 seconds per query**. The API helped review data for discrepancies, updated client's inventory management tool and ensured parity across client platforms. Created using **Python, HTML and Javascript**.
- **Coordinated with Stakeholders** to ensure client requests received responses and necessary action within a timely and efficient manner. **Documented issue findings** and **implemented solutions** for manager to review, ensuring information was accurate.

### 2015 **Sagicor Life Incorporated**

#### Actuarial Intern

- **Updated Life Insurance Policies** for hundreds of policy holders throughout the Caribbean.
- Participated in **product training** with qualified actuaries.