



# JOEL WILLIAMS

## Junior Web Developer

### PROFESSIONAL SUMMARY

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A dynamic, independent, and talented self-taught web developer, that dream of being one of the biggest web developers in Jamaica.

### EXPERIENCE

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#### June 2015–Current

**Customer Care Representative • Advisor • Conduent**

#### **Conduent manages mission-critical digital interactions at a massive scale**

- **Humana:** Provide and assist the dentist with dental information and insurance policies,
- **Florida Blue Medical:** Provide Medical information to customers I assisted workforce with head counts and logging system issues, also checked for damaged and or defective products on the production floor,
- **Apple Business Unit:** Assisting customers with troubleshooting different iOS, iPadOS, and macOS, Apple Watch, Beats, and AirPods devices Schedule service for repairs for customers.

#### Sep 2017–Current

**Technician • President • J's Electrical**

- Providing the latest and most available devices needed in the growing market of Electronics, with Excellent customer support.
- Buy and sell Cell Phones, laptops, and Tablets, assist with software updates, and reinstalling Windows and macOS.
- Assist with the repair of liquid damage, black screen, parts replacement, and upgrade storage.
- Social Media Marketing skill, with over 2 years of experience.

#### Jan 2013–Apr 2015

**Electrical Engineer • Electrician • Heart Trust (NTIE)**

- This course provides the foundation on Electrical components and electronic devices.



Druesdale Ave, Kingston 19,  
St. Andrew,  
Kingston, Jamaica



8765072583



joelrwilliams@live.com



GitHub:  
<https://github.com/JoelWilliams7>

## EDUCATION

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### **FreeCodeCamp, Kingston, St. Andrew**

- Certificate, Web development Sep 2022
- You can find my user Profile: @JoelWilliams55

### **National tools and Engineering Institute, Kingston, St. Andrew**

- Diploma Certificate, Electrical maintenance and Industrial Electronics Mar 2015

### **Udemy, Kingston, St. Andrew**

- Currently Doing a course in React and Redux.

### **Mona High School, Kingston, St. Andrew**

- Graduated With 7 CXC Passes.

## SKILLS

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- Repairing Electrical and Electronic appliances, Digital Marketing, Customer care service, **Web development, JavaScript certification,**

Gather technical requirements, Prioritization, Problem-solving, Multitasking, Repair and program cell phones, tablets, laptops, Supplier of computer support systems, featuring a full line of Products needed.

**HTML and CSS certified, currently doing React. Skilled with Visual Studio Code,** Design content, Coordination, Verbal communication.

## ADDITIONAL-INFO

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Proficient in Microsoft Word, PowerPoint, Excel, [other programs]

Social media: @Chaseyoung5543

LinkedIn: [linkedin.com/in/joel-williams-817a8861](https://www.linkedin.com/in/joel-williams-817a8861)