



JOEL WILLIAMS

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46 Drusdale Ave, Kingston 19, St.
Andrew,
Kingston, Jamaica

PROFESSIONAL SUMMARY

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

SKILLS

- Repairing Electrical and Electronic appliances
- Digital Marketing Customer care service
- Web development
- Working on JavaScript certification currently
- Serve customer needs
- 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.
- Skilled with Visual Studio Code
- Design content
- Write programs
- Coordination
- Verbal communication

EXPERIENCE

Customer Care Representative, Conduent, XEROX, Jun 2015 - Current, Kingston

- 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 the 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

President, J's Electrical, Sep 2017 - Current, Kingston

- 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.

Electrical, Maintenance and Industrial Electronics, Jan 2013 - Apr 2015

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

EDUCATION

Certificate, Web development Sep 2022

Free Code Camp - Kingston, St. Andrew

You can find my user Profile: @JoelWilliams55

Diploma Certificate , Electrical maintenance and Industrial Electronics Mar 2015

National tools and Engineering Institute - Kingston, St. Andrew

National Tools and Engineering institute

Certificate , Digital Marketing

Google Class Room - Kingston, St. Andrew

ADDITIONAL-INFO

- Proficient in Microsoft Word, PowerPoint, Excel, [other programs]
- GitHub: <https://github.com/JoelWilliams7>
- Social media: @Chaseyoung5543
- LinkedIn: [linkedin.com/in/joel-williams-817a8861](https://www.linkedin.com/in/joel-williams-817a8861)

LANGUAGES

English, Native