# Johnathan Webster

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(813)-410-1407

# Summary of Qualifications

* Hard working self-starter with the ability to quickly analyze and implement any data or task
* Proficient in various hardware such as: Printers, Monitors, Motherboards, Fax Machines, Scanners, and Routers
* Outstanding academic record, current GPA of 4.0
* Experienced in various software such as: SQL, HTML, CSS, JavaScript, C++, Python, GitHub, Windows 10/8/7, MACOS, and all Microsoft Office programs

# Education & Certifications

* Brandon High School - Brandon, FL
* Hillsborough Community College - Tampa, FL, Studying A.S in Computer Programming and Analysis – Class of 2023
* Hillsborough Community College – Certificate in Computer Programming – Class of 2022
* FreeCodeCamp.org – Certificate in Responsive Web Design – June 2021
* FreeCodeCamp.org – Certificate in JavaScript Algorithms and Data Structures – July 2021
* FreeCodeCamp.org – Certificate in Data Analysis with Python – August 2021

# Work Experience

# IT Service Desk Analyst / Customer Service Furniture Technician / Warehouse Supervisor Summary of Qualifications

Ashley Furniture Global – Tampa, FL

July 2018 to Present

* Provide excellent internal and external customer service at all times.
* Assist internal users in troubleshooting, diagnosing, and resolving software/hardware related issues.
* Assist with incoming calls, chats, and service tickets to IT department.
* Use various software programs and techniques to diagnose and resolve user issues.
* Maintain organization and communication through ticketing system in an efficient and timely manner.
* Troubleshoot to resolve customer issues, problems and objections
* Service customers at a warehouse and at their homes regarding furniture repairs
* Assist with overseeing team of 5-7 service technicians
* Monitor and manage warehouse inventory via management software
* Assist with training and mentoring new hires

# Warehouse Worker

Amazon Fulfillment Center - Ruskin, FL

January 2018 to April 2018

* Receives product inventory into warehouse by using scanners daily
* Pulls packages from trucks into and unloads into warehouse in a timely fashion
* Maintain high level of service via standards for items unloaded and packed hourly
* Disperses items to appropriate location within storage facility
* Cross trained to various departments listed above

# Crew Member

Long John Silver's - Brandon, FL

October 2016 to July 2017

* Operate as main point of contact for customers to place orders, ask questions, fix issues and be served within restaurant
* Take food and drink orders and receive cash or credit card payment from customers via cash register
* Assist drive-thru and dine-in customers simultaneously to maintain efficient service
* Always maintain safe and clean work environment
* Work with coworkers and management during peak times to ensure high customer service standards were always met