

# Jonathan Mecham

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## Education

**Western Governors University**, Salt Lake City, UT

Bachelors of Science in Information Technology - Computer Science Emphasis

Estimated Graduation ~2021

**Coursework:** Data Structures and Algorithms I & II, Business of IT - Project Management, Business of IT Applications, Data Management Foundations & Applications, Java Software I & II, Network and Security Foundations, Web Development Foundations, Scripting and Programming - Applications, Discrete Math I & II

## Technical Skills

**Coding Languages:** Java, Python, C++, SQL

**Work Environment:** Slack, Salesforce, Jira, Okta, Zoom

**Operating Systems:** Windows, Linux, Mac OSX

## Certifications

CompTIA Project+

PeopleCert ITIL® Foundation Certificate in IT Service Management

## Work Experience

**Instructure**, Salt Lake City, UT

L1 Technical Support Engineer (Full Time)

July 2020 - Present

- Take incoming phone calls from admins, teachers, and student end users
- Validate and clarify issues reported
- Fix end-user issues that are resolvable through the Canvas user interface
- Replicate, troubleshoot, and describe simple bugs
- Keep thorough, clear, and complete records in the ticketing system of all actions taken
- Escalate call tickets not resolvable at the L1 level to the L2 support team
- Direct users to the correct helpdesk in instances where we cannot accommodate their request
- Be friendly, efficient, and dependable, and always provide timely updates to users.

**Salt Lake Tennis and Health Club**, Salt Lake City, UT

Membership Desk Manager

June 2019 - July 2020

- Managed new and current memberships for health club
- Scheduled customer events and reservations
- Answered members' and visitors' inquiries about the company's offered services
- Managed sales and transactions

**Lodel**, Logan, UT

Sales Representative Manager

January 2019 - June 2019

- Organized meetings and appointments with local companies to promote Lodel's services.
- Managed client accounts

- Maintained customer relationships
- Advertised and promoted brand
- Organized and planned teams
- Direct marketing

**Salt Lake Tennis and Health Club, Salt Lake City, UT**

Assistant Swim Coach

June 2018 - August 2018

- Taught and critiqued children 12 & under swim techniques and strokes
- Planned and organized swim workouts and events
- Communicated with parents about children's progress
- Worked with the head coach to improve swim techniques

**Kirton McConkie, P.C, Salt Lake City, UT**

Administrative Assistant

November 2016 - August 2017

- Prepared and delivered legal documents and projects for attorneys
- Scheduled appointments for attorneys
- Greeted and directed clients to meeting rooms
- Organized and sorted mail and office supplies
- Maintained a tidy and efficient workplace

**Randall Painting, Salt Lake City, UT**

Painter

October 2016 - December 2016

- Painted both exterior and interior of commercial and residential structures

**Salt Lake Tennis and Health Club, Salt Lake City, UT**

Maintenance Worker

June 2011 - October 2014

- Performed and managed routine maintenance tasks including, landscaping, painting, plumbing and electrical
- Kept the building facilities clean and organized
- Managed and maintained pool chemicals at safe levels