

## Jordan D. Fay

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Omaha, NE 68106

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### Education

University of Nebraska at Omaha

Anticipated Graduation: May 2018

**Computer Science Major/Math Minor**

Cumulative GPA: 3.595

University of Nebraska at Omaha Dean's List for four semesters

Grand Island Northwest High School Diploma

Graduation: May 2014

### Summary of Qualifications

- Excellent customer service skills with 5 years of retail/customer service experience
- Proficient with Java and C programming languages
- Familiar with JavaScript, HTML, and CSS
- Excellent skills with software tools including Microsoft Word, PowerPoint, and Excel

### Relevant Coursework

- |                          |   |
|--------------------------|---|
| • Intro to C programming | • Calculus I, II, III, Discrete Mathematics |
| • Java I, II programming | • Statistics, Linear Algebra                |
| • Communication Networks | • Multimedia Systems                        |
| • Theory of Computation  | • Data Structures                           |

### Work Experience

Union Pacific, Omaha, NE

January 2016-Present

*Online System Services Help Desk, College Intern*

- Support over 1400 applications and assist thousands of employees and customers with any technical issue over the phone and online chats.
- Work as a team with fellow employees to upgrade phones, reset passwords, troubleshoot any technical and hardware issues relating to all types of equipment, and address all priority related issues
- Work on special projects as assigned related to technical trouble tickets

Menards, Ralston, NE

May 2014-December 2015

*Sales Floor Hardware Team Member*

- Assisted customers while completing everyday responsibilities
- Stocked and filled shelves with product
- Faced, straightened and organized aisles at the end of the shift

TJ MAXX, Grand Island, NE

October 2011-August 2014

*Cashier, Sales Floor, Fitting room attendant*

- Handled cash register and balanced transactions at the end of the day
- Responded and assisted customers while keeping the store organized
- In charge of fitting room, ensured it was clean while assisting customers