Jeremy B. Edwards

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Education, Awards, & Certs

CompTIA Network+ (In Progress)
Salesforce Platform Developer, 2018
Salesforce Administrator Certification, 2018
Front End Development Certification, freeCodeCamp 2018
Diploma in French Language Studies (DELF), B2 Level, 2017
Recipient of UNO's James Whitlow Award for Outstanding Achievement, 2016
University of New Orleans, New Orleans, LA; French, B.A., 2013 - 2016

Experience

Salesforce Developer, Cognizant (Apr 2018 – Present)
- Used a custom API to pull information from a server for the user
- Created custom Lightning components to display returned data
- Used Apex, Javascript, HTML, CSS jQuery, and other technologies
- Designed reports and dashboards
- Assisted with support when first/second levels were unable to solve an issue

Desktop Support Technician, Boasso America (Nov 2016 - Feb 2018)
- Set up a print server with over 150 networked printers
- Managed IT assets and users using Google Admin and AD
- Imaged/set up new Windows & Chrome devices for deployment
- Supported over 1000 users located at more than 10 locations around the U.S.
- Used ChangeGear to document and track tickets
- Tracked IT Assets

Desktop Support Technician, Whitney Bank (Feb. 2014 - Nov. 2016)
- Worked on a project to set up a print server with over 200 printers
- Troubleshooted printers, network issues, computers, in-house software, etc.
- Supported over 4000 users located at various bank branches from Texas to Florida.
- Used ServiceNow to document and track tickets
- Imaged/set up new Windows devices for deployment
- Tracked IT Assets

Front End Developer, Mandle-Edwards Surveying (2012 - 2016)
- Designed and coded the company website using HTML, CSS, and Javascript.
- Created an Access database for storing customer data and invoicing customers
- Upgraded aging computer and network infrastructure of the business.

Languages

English:	Native
French:	Advanced, C1
Japanese:	Intermediate, B1
Mandarin:	Intermediate, B1
Spanish:	Intermediate, B1

Skills

CSS, HTML, macOS, Windows, Linux, Photography, Python, Javascript, Networking, Active Directory, Hardware, iPhone, Android, Print Servers, Microsoft Office, Printer Support, Technical Support, Public Speaking, Google Admin, Adobe Photoshop, Dreamweaver, InDesign, Premier, After Effects, Xcode, VIM, Ubuntu, Bomgar, Zoho Assist, Ultra VNC, Chrome RDP, TeamViewer, ChangeGear, Chrome Remote Desktop, ServiceNow, User Administration, VPN, Citrix, jQuery, Bootstrap, Ruby on Rails, React.js, Angular, Babel, Java, SalesForce, SQL, Apex