

# Justinaro Nhem

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## **SUMMARY**

Resourceful and team oriented critical thinker with 3 years experience in the tech field. Seeking a Junior Web Development position to highlight teamwork and positive communication abilities in a position to become an asset to the development team.

## **TECHNICAL SKILLS**

W3Schools JavaScript Certification (expected completion date July 2022)

- JavaScript
- HTML5
- CSS3
- Bootstrap
- Git & Github
- Unit Testing with Mocha
- Python

## **EXPERIENCE and TRAINING**

**Generation Junior Web Developer Program** | May 2022 - July 2022

*Training Participant (in progress)*

Participating in an 11 week Junior Web Developer program spending over 350 hours learning how web development works: from the fundamentals of javascript, programming fundamentals, developer tools, git and problem solving needed to be successful as a web developer. Expected date of completion: July 2022.

**Main Line Health** | December 2021 - April 2022

*IT Service Desk Analyst*

- Utilized NetIQ Directory and Resource Administration software to view status, add permissions, add groups and reset passwords for accounts
- Delivered end user support to over 10,000 employees via phone using Service Now
- Spoke with 30-50 clients a day in troubleshooting and debugging software related issues

**Tierpoint** | June 2019 - April 2021

*IT Support Analyst*

- Troubleshooted issues with over 5000 client servers in a virtual environment to maintain customer satisfaction
- Managed and communicated with multiple customers regarding major incidents
- Work independently and collaboratively with multiple teams to solve client-side problem which resulted in over 86% monthly ticket resolution rate

## **EDUCATION**

**Temple University** | September 2017 - May 2019

- Coursework in Computer Science

**Community College of Philadelphia** | Graduated - May 2017

- Associate's degree in Liberal Arts & Sciences