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

- JavaScript
- HTML5
- CSS3
- Bootstrap

- Git & Github
- Unit Testing with Mocha
- Python

EXPERIENCE and TRAINING

Generation Junior Web Developer Program | May 2022 - July 2022
Graduated
Participated 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.

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