

# JONATHAN HAMMOND

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GitHub: <https://github.com/Pythonidaer>

Portfolio: <https://pythonidaer.github.io/april-2021-portfolio/>

## SUMMARY

Support Analyst with a background in English Literature and life-long dedication to self- and world-improvement. Effective at question-asking, critical thinking, communicating and adapting to various environments. Passion for organized and commented code, and building scalable solutions. Cross-job reputation for reliable delivery, as well as for crunch-time dependability. Includes developing many web pages, debugging Salesforce applications, and more.

## TECHNICAL SKILLS

**Languages:** JavaScript, HTML 5, CSS 3, SQL, SOQL, node.js, MySQL, Sequelize, Heroku

**Applications:** Coding Quiz, Password Generator, Day Planner, Responsive Portfolio

## PROJECTS

Stretch-n-Strengthen

<https://github.com/crrmarchese/stretch-n-strengthen/>

<http://stretch-n-strengthen.herokuapp.com/>

- Crafted Handlebars templating engine to generate pages according to express routes
- Incorporated 3rd-Party API data and feeds into customized Sequelize database models
- Tested new npm packages including Google Auth, for enhanced secure login features

Easy Recipeazy

<https://github.com/tonipow3ll/drinks-and-dinner>

<https://tonipow3ll.github.io/drinks-and-dinner/>

- Meal and drink generator with enhanced search features, local storage and more
- Utilized Regex to loop through all object keys matching a specific phrase; led scrums
- JavaScript, jQuery, CSS 3, Bulma, HTML 5, GitHub, VS Code Terminal, Lighthouse

Coding Quiz

<https://github.com/Pythonidaer/CodingQuiz>

<https://pythonidaer.github.io/CodingQuiz/>

- Timed single-page quiz application that stores high scores to local storage
- Stored objects in arrays for looping; also included setTimeout() for information modals
- JavaScript, CSS 3, HTML 5, GitHub, VS Code Terminal, Lighthouse, lots of MDN docs

## EXPERIENCE

**Support Analyst**

**Kimble**

2020 - Current

Salem, MA / Remote

Troubleshoot and investigated customer's business issues; specialized in SLA time management; used SOQL and RealFire to query objects within Salesforce's apex/object-based platform; frequently communicated with VP of Global Support to help improve documentation, identify outdated resources and communicate business priorities at the tier 1 level

*Key Accomplishments:*

- Developed bookmarklet to save time in Salesforce; SOQL script to locate validation rules

### **Support Analyst**

2020 - 2020

### **CEI Staffing / AATS**

Wakefield, MA / Remote

6-month contract assisting IT and Database Manager with development of dozens of web pages on the iMIS EMS platform; retrofitted broken Bootstrap 3 and out-of-box CSS 3 templates to be responsive and consistent with design guidelines; created IQAs for users to safely query data

#### *Key Accomplishments:*

- Designed a 5-page fully-responsive website for a CME training workshop in two-weeks

### **Help Desk Analyst**

2019 - 2020

### **World Travel Holdings**

Wilmington, MA

Assisted in the setup of over 300 remote sales agents through imaging of hardware; communication with logistics manager; support setup of Windows devices; troubleshooting hardware via TeamViewer screen-share; created several KB articles for IT team education

#### *Key Accomplishments:*

- Rave reviews from those who overheard my remote tech support led to contract-to-hire

### **Intern - Operations/IT**

2019- 2019

### **Datto**

Boston, MA

Adhered to SOC 2 compliance by wiping or securing data; assisted DevOps manager with various office tasks; self-taught how to use Ultimaker 3D printer for troubleshooting on a critical deadline; provided light IT support and internet education to staff in an office-wide presentation

#### *Key Accomplishments:*

- Transitioned entire Backupify department to hard-wired; explained benefits over WiFi

### **Lenovo Sales and Training Representative**

2017 - 2019

### **Premium Retail Services**

North and South of Boston

Represented Lenovo brand in over 50 locations but primarily Best Buys, Costcos and Microcenters; achieved monthly bonus by exceeding store-focused sales goals; trained hundreds of staff through store-wide trainings; interacted with thousands at PAX East to improve market awareness and perspective on Legion gaming branch

#### *Key Accomplishments:*

- 2019 top-achieving sales rep nationwide; led nation in performance surveys every cycle

### **Market Manager**

2016- 2017

### **Simply Protein**

New England

Conducted food demos and drove sales in various locations but primarily Market Baskets; educated numerous dietitians at a 2016 Boston Food and Nutrition Expo; increased brand awareness through a few special events including Worcester Pride Festival; led teams at events

#### *Key Accomplishments:*

- Neared maximum sales expectations at an event where half a team no-call no-showed