JONATHAN HAMMOND

Salem, MA 01970
Phone: 978-854-3243 | Email: codefolio.work@gmail.com
LinkedIn: https://www.linkedin.com/in/jonamichahammo/
GitHub: https://github.com/Pythonidaer | Portfolio: https://www.jonnovative.biz/

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

PROJECTS

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

Password Generator
https://github.com/Pythonidaer/JavaScriptPasswordGenerator
https://pythonidaer.github.io/JavaScriptPasswordGenerator/
- Auto-copies password based on character range, and type input (numeric, lowercase...)
- Incorporated functions and conditional shorthand to concatenate randomized password
- JavaScript, arrays, CSS 3, Materialize, HTML 5, GitHub, VS Code, 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   2020 - Current
Kimble   Salem, MA / Remote
Troubleshot 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apex/object-based platform; frequently communicated with VP of Global Support to help improve documentation, identify outdated resources and communicate business priorities at the tier 1 level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

Requirements:
- Develop a competitive resume
- Submit it to a Career Material Advisor for feedback
- Review details on what makes a competitive resume along with templates
- Develop your resume, and submit it as a Google Doc link with 'Anyone can edit'