

Jacob Berry

Web Designer & Data Analyst

CONTACT

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- London, ON
- berrywebdesign.com

EDUCATION

Computer Programming Analyst

Fanshawe College
London, ON | 2010-2013

SKILLS

- Wordpress
- HTML5
- Javascript
- CSS
- Mern Stack
(MongoDB/Express.js/React/Node.js)
- React Redux
- REST API
- SQL/NoSql
- SEO
- Google Analytics

Achievements

- Ramkey MVP 2019
- Ramkey Rookie of the Year 2019

EXPERIENCE

Freelance Web Designer

Berry Web Design | London | 2021 - PRESENT

- Consult with client to outline website goals and determine business needs
- Design websites from scratch, or preferred templates if requested using Wordpress, and custom Javascript/CSS
- Applied SEO knowledge to client pages

Data Analyst

ILookAbout Inc. | London | 2011 - PRESENT

- Check validity of data of properties.
- Tasked with overseeing other employees work to ensure accuracy
- Consistently ensuring daily validating quota needs are met and exceeded

QA Coordinator

Ramkey Communications Inc | London | 2019 - 2021

- Implemented and supervised training sessions for 50+ technicians
- Oversaw large/difficult tasks for the technicians to ensure the best job possible
- Addressed and resolved customer's complaints with positive solutions

Cable Technician

Ramkey Communications Inc | London | 2018 - 2019

- Inspected, installed and repaired new or existing TV, Internet, and Home Phone cable systems for residential sites
- Internal and external rewiring
- Business network setups

Service Desk Agent

Start Communications | London | 2016 - 2018

- Answered incoming phone calls and emails to provide first-line investigation and diagnostics to VPN, cable, and internet concerns
- Ensured issues are resolved in a timely and successful manner to maintain an effective and efficient end-user computing environment.
- Rewrote internal support documentation

