

Jordan Bertrand

 Bowie, MD 20720  2403544624  Jordan.bertrand316@gmail.com

PROFESSIONAL SUMMARY

I am seeking an entry-level IT position that allows me to pursue my passion for technology, creativity, and helping others. I'm a fast-paced learner willing to acquire new skills, a self-starter, a leader, and a problem solver. I'm excited to add value to an exceptional company and team by utilizing my technical and customer service experience.

SKILLS

- Adobe Photoshop, Illustrator, InDesign, Premiere Pro, After Effects, and Acrobat Reader
- Microsoft Word, Excel, PowerPoint and Outlook
- Computer Programming (C++, C, HTML, Python)
- Producer
- Videographer
- Scriptwriter
- Community Manager
- Digital Marketing/Marketing Strategist
- Unreal Engine 4th & 5th Versions
- Digital Audio Workstations, i.e., Fruity Loops, Logic Pro, and GarageBand
- Social Media Management, i.e., X (formerly known as Twitter), Instagram, TikTok, YouTube, Facebook, and LinkedIn
- Photographer
- Analytics Expert
- Partnership Manager
- Business Visionary
- Creative Director/Strategist/Assistant

WORK HISTORY

FREELANCE GIGS, ASSISTING & INTERNSHIPS 08/2018 to 5/2020

Remote

Upwork.com, Aurora Institute

- I successfully equipped clients with comprehensive skills in utilizing Microsoft Paint 3D through personalized coaching sessions and hands-on demonstrations. By fostering a user-friendly environment and employing effective teaching methodologies, I empowered clients to confidently create stunning 3D artworks and unleash their creative potential.
- I excelled in social media management by skillfully producing impactful graphics, conducting meticulous audio and video editing for various company events, and curating engaging content across multiple platforms.

CUSTOMER SERVICE REPRESENTATIVE

06/2017 to 05/2023

Maryland, United States

Walmart, Bath & Body Works, Six Flags America

- Answered questions from customers, provided up-to-date information, and handled customer complaints and compliments in a speedy manner.

EDUCATION

- Ensured that equipment was properly stocked, sanitized, and ready for immediate use by customers.
- Listened to customer concerns, addressed customer needs, and recommended products and services according to the requirements of each customer

B.S | Computer Science
Bowie State University, Bowie, Maryland

EXPECTED 12/2024