Eric Nathaniel Jones

Junior Full Stack Software Developer

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github • linkedin • website

Executive Summary

I am a proactive and adaptable Junior Full Stack Software Developer with a strong foundation in HTML, CSS,JavaScript, and Python. Leveraging over 15 years of experience in the telecommunications, IT, and network engineering sectors, my background encompasses both technical expertise and a strong customer-centric approach. This extensive background has honed my problem-solving skills, allowing me to excel in analyzing diverse scenarios and selecting optimal solutions. With a successful track record of over 15 years in Customer Service, I bring exceptional communication skills and a "can-do" attitude to collaborative teams. My overarching goal is to harness my skills and passion for technology to make a meaningful impact in any industry I join, fostering innovation and excellence.

Education

Nov 2022–Nov 2023	**Diploma in Full Stack Software Development** Code Institute - Dublin, Ireland - (Credit Rated by University of West of Scotland)
Feb 2005–Oct 2011	**Master of Information Systems** University of Phoenix, USA
Apr 2005–Feb 2010	**Bachelor of Science, Information Technology/Information Systems Security** University of Phoenix, USA

Technical Skillset

Technologies:	**HTML5, CSS3, JavaScript, Python**
Databases:	**MongoDB, MySQL, PostgreSQL**
Frameworks:	**Django, jQuery, Bootstrap, Jest, Flask**
Version Control:	**Git, Github**

Portfolio projects

1. **Benjamin Banneker History -** Historical website based on the famous inventor. **Technologies Used** - HTML5 and CSS. **GitHub - https://github.com/ericjonesdev/benjamin-banneker-history**

2. **Rock Paper Scissors -** Based on the popular game, this site serves as an online version of the rock paper scissors game. **Technologies Used** - HTML5 , CSS, and JavaScript.
GitHub - https://github.com/ericjonesdev/rock-paper-scissors

3. **Halloween Hangman -** Based on the popular hangman game, this site serves as an online version. **Technologies Used** - HTML5 , CSS, JavaScript, Python, and Heroku for hosting media..
GitHub - https://github.com/ericjonesdev/hangman-game

4. **A Coder's Journey -** A personal blog website, with functionality for account creation, reading, updating, and deletion. **Technologies Used** - HTML5 , CSS, Python, Django framework, Postgres DB, Stripe API for payments and Heroku for hosting media. **GitHub - https://github.com/ericjonesdev/portfolio-four-project**
5. **Cherry Leaf Mildew Detector -** A predictive analytics machine learning project. **Technologies Used** - HTML5 , CSS, Python, Jupyter Notebooks, Streamlit for application, and Heroku for hosting media. **GitHub - https://github.com/ericjonesdev/portfolio-four-project**

Work Experience

July 2024 – Present   **Advisor I, Customer Service**

Concentrix, Berlin, Germany
- Provide prompt, accurate, and friendly customer service.
- Respond to customer and vendor inquiries through chat, calls, tickets, and emails.
- Handle escalation of customer support concerns effectively.
- Collaborate cross-functionally to resolve customer issues ranging from billing to technical challenges.
- Utilize a customer-focused, needs-based approach to educate and support clients as needed.
- Maintain a strong work ethic with a total commitment to customer satisfaction daily.
- Analytics and data gathering/interpretation
- Information systems security.

March 2019– March 2021   **CEO, Nathaniel Publishing**

Nathaniel Publishing LLC, Middleton, DE
- Content creation and marketing.
- Web design, maintenance and administration.
- Analytics and data gathering/interpretation
- Information systems security.

November 2017– December 2019   **CEO, Coveted Deals**

Coveted Deals LLC, Portland, OR

- Enabled monthly revenue to reach $5000 USD via online retail best practices.
- Conducted daily content creation and marketing using Google and Facebook Analytics.
- Created and maintained e-commerce site using Shopify and associated 3rd party applications.
- Product research, cataloging, and site integrations using Google Merchant platform.
- Ensured responsive web design and search engine optimization.

October 2011 – November 2019   **Customer Care Network Engineer II, euNetworks**

euNetworks, Frankfurt, Germany

- Operational support within various WAN, VLAN, and MPLS infrastructures in a Telecoms/ISP environment (CWDM & DWDM networks).
- Configuration and troubleshooting of layer 2 issues via command line.

- Monitoring of the layer 1 and layer 2 network via network operation control center tools, successfully assisting the organization to adhere to customer-facing service-level agreements of 99.9% service uptime.
- Reacting to network alarms and alerts in order to provide proactive notification of issues to customers.
- Acted as the customer's advocate within the organization. Taking ownership of issues from the time of receipt through to resolution.
- Provide Tier 2 technical support to customers and internal departments.
- Involvement in ad-hoc projects to support business continuity.

Licenses & Certifications

- Google Cloud - Introduction to Generative AI / Credential ID: 5729758

Interests/Additional Information

- Currently studying for the Cisco Certified DevNet Associate (DEVASC 200-901) DevOps course.
- I'm an avid user of Freecodecamp, The Odin Project and study to keep up on the latest tech trends.
- Fluent English, Elementary German (A2)