Gregory Jewell

Junior Web Developer

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SKILLS

Motivated full-stack developer with a certificate from the University of Minnesota. Track record of developing and deploying full stack web applications either solo or within small groups, and have consistently met challenging deadlines. Constantly seeking knowledge, desire to learn new skills, and hone existing ones.

EXPERIENCE

Leadpages, Remote - *Technical Support Specialist*

2018 - PRESENT / 2014 - 2016

- Achieved highest CSAT score three years in a row at 98% on support team.
- Provide personalized support for customers via email, chat, and phone. Went above and beyond for customers to ensure they have what they need to effectively utilize Leadpages
- Provide custom videos to customers to effectively show them how to perform or a task or fix any issues
- Effectively utilize all available resources to resolve any issue, and only very rarely needing to escalate for items out of my control.
- Always been able to learn quickly about any newly released feature to keep up with the platform.
- Consistently one of the highest performing team members in support, and strive to constantly improve.
- Work effectively with API integrations, WordPress, and email marketing applications to connect to Leadpages.
- Use Zapier to bridge integrations that normally would not be supported.

Leadpages, Remote - *QA Specialist*

2016-2018

- Help set the standard for quality for the support team
- Modified existing support metrics to help with quality
- Ensured that all of support adhered to the highest standards we set
- Ensured that any KPI standards set were matched
- Performed over 16 ticket QAs per week per support specialist

Manpower (Plumchoice), Remote - *PC Technician*

2014-2014

- Troubleshoot all possible PC problems by remotely supporting the customer
- Repaired damaged printer drivers, and any printer related issues
- Resolved hundreds of internet connection issues, registry issues, malware/antivirus issues or boot issues.
- Setup and troubleshoot email related issues such as server and client related problems
- Performed hundreds of how-tos ranging from how to set up multiple columns in Word to creating an HTML website.

VOLT/VMC (Microsoft vendor) - *SharePoint Online Engineer*

2011-2013

- Provided high end customer service worldwide ranging from small business customers to enterprise level clients
- Worked with Fortune 500 company administrators with SharePoint Online to get all problems resolved effectively and efficiently.
- Worked collaboratively and independently to troubleshoot customer's problems over phone communication
- Researched in-depth SharePoint Online issues such as Active Directory Federation Sync issues, and provide logical steps to customers in easy to follow resolutions
- Proven track record of going above and beyond to resolve customer issues, and get them back up and running.

EDUCATION

Northern Maine Community College - *Associates Degree in General Technology with an IT Focus*

2003-2005/2009-2009

- Network+ Certified
- Dean's List