

# John Reardon

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Saint Paul, MN

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## **Education**

- University of Minnesota Twin Cities - B.A. in Geography 2014
- Treehouse Tech Degree - Front End Web Development 2017

## **Skills and Technical Experience**

- Extensive experience using Salesforce, JIRA, and ZenDesk for SaaS technical support
- Experience with Data Entry, Customer Service, and Technical Documentation
- Proficient in Microsoft Word, Excel, PowerPoint, and Outlook
- Experience with using the command line interface
- Highly proficient in HTML, CSS, JavaScript and web design
- Working knowledge of Python3, Node, SQL, and MongoDB
- Full portfolio website can be found at [www.john-reardon.com](http://www.john-reardon.com)

## **Employment History**

### *Granicus*

*February 2018 - Present*

- Provide tier 1 technical support for various SaaS products via email, chat, and phone
- Part of a 24/7 'on-call' rotation to provide around the clock support with our SaaS products
- Help clients with email design using HTML and CSS; would route design request to our in house digital design team as needed
- Help clients and their IT teams configure custom DNS records for custom email domains that would be used with our products (SPF, MX, DMARC, and DKIM records specifically)
- Provide support to client developers/programmers who would use our various APIs; helped them with understanding our API products and troubleshooting any issues they may have
- Work directly with other company teams (Sales, Customer Success, Implementation, Engineering, etc.) on a variety of projects and cases
- Route cases to other departments, or escalate to engineering as needed
- Write bug reports, client feature request, and other engineering related tickets using JIRA

### *Metropolitan State University*

*July 2015 - February 2018*

- Managed the 2<sup>nd</sup> floor library help desk
- Assisted students with basic research skills, email navigation, internet browsing, library catalogue lookups, interlibrary loan request, Microsoft Office, and other university related issues or questions
- Assisted in training and management of 15+ student works from a variety of demographic backgrounds
- Provided troubleshooting for computer lab PCs, fax machine, id card machine, cash register, and printers; forwarded tickets to IT department when I could not resolve a given issue
- Maintained building behavioral standards and protocols; responded to inappropriate patrons would request assistance from security as needed to handle patrons in violation of behavioral standards
- Assisted with library community outreach programs and events including tutoring, video game/movies nights, tabling at community fairs, and more
- Facilitated paid services for the university community and local community members including id card services, faxing, color printing, as well as the sale of USB drives and headphones