

# JACKSON VU

## Web Development | Digital Marketing | Support

### CONTACT

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### SUMMARY

I am an eager Software Engineer/Digital Marketer/technology lover who is passionate about helping businesses and non-profits display forward thinking content to the users they support.

I seek the opportunity to work for an organization that places ongoing learning and development at the center of the employee experience.

### SKILLS/TECHNOLOGIES

HTML  
CSS  
JavaScript  
React.JS  
Node.JS  
Express  
Git  
Github  
MongoDB  
Adobe Suite  
Google Suite  
Visual Design  
Intercom  
Jira  
Salesforce

### EXPERIENCE

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#### Customer Support Engineer

Reprise, January 2022 - Present  
New York, NY (Remote)

- Provided support to clients through Intercom with internal SLA targets prioritized.
- Utilize HTML/CSS/JavaScript to troubleshoot customer reported issues and deliver solutions.
- Initially triage incoming reported bugs to confirm reproducibility and potential causes before escalating to proper teams.
- Created and reviewed both internal and customer-facing documentation to better define processes and enable customer success

#### Tier One Customer Support

ExecOnline, July 2021 - December 2021  
New York, NY (Remote)

- Provided support to C-Suite and management-level role customers as the first point of contact for support-related inquiries through Salesforce
- Referenced internal documentation to ensure consistent support response
- Target SLA response times for efficient support experience.

#### Software Engineering Fellow

General Assembly, Feb 2019 - May 2020  
New York, NY (Partially Remote)

- Participated in 500+ hours of applied training in software engineering and web development concepts focusing on frontend and backend development
- Built skills and fluency in HTML, JavaScript, Node, Express, and other web development frameworks
- Worked with UX Designers and Software Engineers to create full stack web applications

#### Digital Marketing Intern

Webserve, May 2018 - April 2019  
New York, NY

- Designed and launched marketing collateral using Adobe Suite
- Increased organizational membership by 20% through strategic partnerships and joint programming with technology non-profits
- Developed supporting blogs and visual content to increase audience engagement with organization website

### EDUCATION

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#### Hunter College (City University of New York)

Bachelor of Arts (Emerging Media Studies)  
2017 - 2019 | New York, NY

#### General Assembly

Certificate of Completion (Software Engineering Immersive)  
2020 | New York, NY