# JACKSON VU

## Web Development | Digital Marketing | Support

## CONTACT

Location: New York, NY
Email: jackson10467@gmail.com
Portfolio: www.JacksonVu.com
LinkedIn: @JacksonVu
Github: @Jackson10467

## 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

### 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

Webserves, 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

### 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