

# James Jorgen Tuck

670 North 500 West Lehi, Utah 84043

Phone: (385) 268-9040 E-Mail: [JamesJTuck@gmail.com](mailto:JamesJTuck@gmail.com)

LinkedIn: <https://www.linkedin.com/in/james-tuck-5bb5057a> GitHub: <https://github.com/jamesjtuckbc>

## Technical Skills

HTML

Javascript

Node.js

CSS

jQuery

MS SQL

## Experience

### Summer Technician - Pinnacle Security

2010-2012

Installed hundreds of accounts while helping all techs in my office to work smarter and more quickly.

### Branch Lead Technician - Protection One Security

2013-2014

Lead a team of summer technicians and cross-trained them to assist a branch with service and installs on multiple systems.

### National Account Technician - Protection One Security

2014-2015

Traveled to and installed almost 100 NVR's for Sprint-Radio shack. Also assisted branches in: California, Nevada, Colorado, New Mexico, Arizona, and Texas.

### Technician Trainer - Protection One Security

2015-2017

Created multiple videos, content for LMS, and a website for Summer, Commercial, and National Account technicians.

### Tech Support Agent - NorthStar Security

2017-2017

Provided back office support for customers and technicians in programming and troubleshooting residential security systems.

### Assistant Lead Technician - Alder Security

2017-2017

Assisted the management of technicians while maintaining excellent inventory control.

### Tech Support Manager - Alder Security

2017-2017

Managed 32 tech support agents, oversaw all their training, kept them on task, and cut service cost by incentivizing phone fixes.

### CRM Support Agent - DealerSocket

2017-2018

Quickly mastered the CRM to support and train customers over the phone in better and more efficient use of DealerSocket

### CRM New Accounts Specialist - DealerSocket

2018-2019

Setup CRM software for new customers, and developed a new tool, using powershell and C#, for the team to reduce setup time by 40-50% which is still in use now.

### Data Analyst 1 - DealerSocket

2019-Present

Use SQL to remedy incorrect data for the CRM and track down bugs in the stored procedures. I also maintain the New Accounts build tool.

## Portfolio

Portfolio - <https://jamesjtuckbc.github.io/Tuck-Portfolio>

Slippery Slopes - <https://jamesjtuckbc.github.io/Slippery-Slopes/>

Weather Dashboard - <https://jamesjtuckbc.github.io/Tuck-Weather-Dashboard/>

Work Day Scheduler - <https://jamesjtuckbc.github.io/Tuck-Work-Day-Scheduler/>