

JANEI JONES

DESKTOP SUPPORT TECHNICIAN



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<https://github.com/janeijones>



<https://janeijones.github.io/ProfessionalPortfolio/>

OBJECTIVE SUMMARY

Self-motivated professional, seeking a web development position within a company providing an opportunity to fully utilize my technical, interpersonal and creative skills.

SKILLS

- Programming languages: HTML, CSS, JavaScript, SQL, jQuery, C/C++, Java, Swift
- Experience with: Bootstrap, Node.js, APIs
- Mobile app development (iOS and Android)
- Familiar with Agile methodology
- OS: MS Windows XP/7/8/10, macOS, iOS
- Analytical thinker
- Excellent customer service
- Adaptability
- Independent and group settings compatible
- Time management

EDUCATION

B.S. Computer Science, College of Engineering

University of North Texas | 2018

- Certificate in Security
- Member, Society of Women Engineers
- Member, National Society of Black Engineers

Full Stack Web Development

SMU | 2021

- Certificate in Full Stack Web Development

WORK EXPERIENCE

EUX Onsite, Desktop Support Technician L3

Buchanan Technologies at Alcon | 2018 – Present

- Manage IMAC queue incidents (hardware, software, connectivity) through to resolution
- Troubleshoot end user varying hardware break/fix and software issues
- Assisted with new IT policies and regulations during company spin off
- Ensure each machine is installed with the correct Alcon desktop image and accompanying software

Data Communications, Admin Assistant

University of North Texas | 2015 – 2018

- Assisted with several networking and diagnostic changes within the UNT network
- Performed full inventory audits of networking closets

PROJECTS

Superhero Quiz

- Developed a quiz that displays your personal Marvel superhero with corresponding Gifs and YouTube videos using APIs.
- Languages: HTML, CSS, JavaScript, Bootstrap, Materialize, jQuery
- <https://kjackson206.github.io/superhero-quiz/>

Work Day Planner

- Created a scheduler that updates each time blocks color based on the time of day. Data entered
- Languages: HTML, CSS, JavaScript
- <https://janeijones.github.io/WorkDay-Planner/>

Weather Application

- Weather dashboard displays current weather and 5 day forecast for inputted city
- Languages: HTML, CSS, JavaScript, jQuery
- <https://janeijones.github.io/Weather-Application/>