

# JONATHAN S. COOPER

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Website: <https://jcoops22.github.io/portfolio/>

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## SUMMARY

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Motivated professional with excellent interpersonal skills. General knowledge of various Windows/Mac operating system's settings and use. Familiar with various front and back end programming languages including HTML, CSS, JavaScript, SQL, NodeJS and AJAX. Thrives in team-oriented environments and adapts well to the use of new software and technology. More than 3 years of technical support experience, managing software and windows environments. Over six years of experience in various other customer service settings.

## EXPERIENCE

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04/2018 -  
Present

**Support Tech 3 Specialty Dept.**, Henry Schein Practice Solutions,  
American Fork, UT

- Answer inbound calls, providing high level software support for Specialty Vision software.
  - Make outbound phone calls to follow up with escalated customers.
  - Perform system analysis, installation, and setup of new Specialty Vision software and 3rd party applications/devices for integration with the software.
  - Assist callers with questions regarding functions and features of the product.
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01/2016-04/2018	<p><b>Support Tech 2</b>, <i>Henry Schein Practice Solutions, American Fork, UT</i></p> <ul style="list-style-type: none"> <li>· Provide timely customer service and innovative solutions for patrons of Dentrax Core Practice Management Software.</li> <li>· Periodically serve as mentor to other phone technicians for over a year since achieving Support Tech 2 designation.</li> <li>· Efficiently navigate knowledgebase resources for more complex matters.</li> <li>· Implement proper troubleshooting techniques and processes for the current issue.</li> <li>· Educate callers when appropriate to avoid repeat inquiries.</li> </ul>
07/2015-12/31/15	<p><b>Licensed Health Insurance Agent</b>, <i>Connexion Point, Salt Lake City, UT</i></p> <ul style="list-style-type: none"> <li>· Promptly assist clients on inbound calls with healthcare decisions.</li> <li>· Research and answer questions for prospective members.</li> <li>· Enroll callers into Medicare health insurance plans.</li> </ul>
03/2012-03/2015	<p><b>Veneer Dept. Operator</b>, <i>Milgard Windows and Doors, Tacoma, WA</i></p> <ul style="list-style-type: none"> <li>· Efficiently produce quality veneered parts to meet production needs.</li> <li>· Provide daily pass-down emails of shift performance to supervisors and management.</li> <li>· Organize and lead team efforts to meet daily production quotas and maintain department order and cleanliness.</li> </ul>

## EDUCATION

2015-present	IT Systems Analyst <i>LDSBC, Salt Lake City, UT</i>
2020-present	Dev Point Labs FullStack Web Development Bootcamp
2019-present	<a href="https://www.udemy.com">udemy.com</a> Courses in Node.js, JavaScript, ReactJS, VueJS
2018	<a href="https://www.udemy.com">udemy.com</a> Full Stack Developer Course
2017	<a href="https://www.treehouse.com">treehouse.com</a> Front End Developer Courses
2016	Test Out Microsoft Windows Server 2008/2012 Certification
2015-2015	Radiography, <i>Salt Lake Community College, Salt Lake City, UT</i>