

# Jack Quarles

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## EXPERIENCE

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### Technical Support Engineer II

Aug. 2020 - Present

PowerSchool Group LLC | Roanoke, VA

Manage all incoming support cases for over 35 clients. Provide expertise and technical support to customers for PowerSchool Enrollment software. Guide clients in mapping data fields from the Enrollment product to the Student Information System database software to deliver student data via API connection.

#### Key Accomplishments:

- Achieved a **100%** customer satisfaction score for all surveys completed after assisting clients.
- Became proficient in utilizing Salesforce CRM software to handle all support cases.

### Systems Analyst

Jan. 2020 - Apr. 2020

Robertson Marketing Group | Salem, VA

Responsible for maintaining, performing tests on, and updating client websites running on Magento E-Commerce platform.

#### Key Responsibilities & Accomplishments:

- Implemented client requested website front end customizations utilizing HTML, CSS, and JavaScript.
- Developed over **50** automated test scripts utilizing Endtest web testing software for client E-Commerce sites including: Google, Cisco, UPS, WebEx, and BWXT company merchandise stores.
- Managed complex software and network problems to accurately resolve issues, and prepare reports summarizing and analyzing the issue.

### Information Technology Intern

May 2019 - Aug 2019

Robertson Marketing Group | Salem, VA

- Researched and compiled information to present to upper management on available software for creating automated web test scripts.
- Created base templates for over **15** different test cases using Endtest, a tool for creating automated test scripts for web and mobile applications.

## EDUCATION

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**Virginia Polytechnic Institute and State University** | Bachelor of Science in Business Information Technology

- Aug. 2016 - Dec. 2019
- *Service Chairman*, Phi Kappa Psi Fraternity; *Volunteer*, Relay for Life, *Volunteer*, Boys & Girls Club of America

## SKILLS

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Proficient in HTML, CSS | Basic knowledge of JavaScript, jQuery, SQL, PHP | Project Management | Excel | Salesforce