

# Jackson Congdon

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## Profile

Computer science undergraduate with 15 years' experience in customer service and the previous 3 years' work in sales environments. Transitioning to career in IT and computer science while finishing B.S. in Computer Science. Consistently recognized with 5 star client ratings at Hancock Whitney and "Employee of the Month" award at Diabetes Management & Supplies. Experienced with Microsoft Windows, Microsoft Office, Mac OS X, and Linux.

## Education

Western Governors University Bachelor of Science, Computer Science Scheduled Graduation Sep. 2022

*Completed coursework includes:* Network & Security Foundations (OSI model, setup and maintenance of wired and wireless networks, TCP/IP, DNS, DHCP, VPNs, security, firewalls, routers, switches, virtualization) | Data Management Foundations & Applications (SQL, data modeling, normalization) | Scripting & Programming Applications (C++) | Computer architecture | Introduction to IT | Fundamentals of Information Security | Web Development Foundations | Discrete Mathematics I | Calculus I

## Experience

Hancock Whitney  
Multi Service Banker  
Teller

Harahan, LA

June 2019 – Present

Nov. 2018 – May 2019

- Resolved customer technical support issues with online banking
- Point of contact at branch for IT department to troubleshoot and resolve issues remotely
- Created daily report for Financial Center Manager of accounts with significant balance changes
- Partnered with Financial Advisor to refer clients to Investment Services for investing, loans and other banking services

Diabetes Management & Supplies

Harahan, LA

April 2018 – Oct. 2018

Aug. 2017 – March 2018

Jan. 2017 – July 2017

New Accounts Sales Manager  
Existing Accounts & New Accounts Team Lead  
Existing Accounts & New Accounts Sales Representative

- Spoke with patients requiring escalation to solve customer service and health insurance related concerns
- Used Excel to automate tasks, improve sales reporting, and build solutions to challenges created by new partners
- Created email, texting, and mailing based marketing strategies to capture new leads and maximize current patients
- Created daily, weekly and monthly sales reports to track individual goals and department budgets
- Developed relationships with manufacturing partners and worked with manufacturers' nationwide sales teams

Lilette Restaurant	Server	New Orleans, LA	Jan. 2012 – July 2012, Sep. 2015 – Dec. 2016
Atchafalaya Restaurant	Server	New Orleans, LA	May 2015 – Aug. 2016
Tuscany Restaurant	Server	Chicago, IL	July 2012 – May 2015
The Ritz-Carlton	Server	New Orleans, LA	Feb. 2011 – Dec. 2011

Six Flags Great America

Gurnee, IL

Jan. 2009 – Jan. 2011

March 2007 – Dec. 2008

July 2005 – Feb. 2007

April 2005 – June 2005

Senior Supervisor, Customer Service  
Supervisor, Customer Service & Admissions  
Team Lead, Admissions  
Team Member, Admissions

- Handled any guests who had exhausted options with Customer Service Team Members
- Attended daily Park Communication meetings and oversaw all supervisors, team leads, and team members
- Created and presented department training seminars for new hires and current employees
- Facilitated long term development of team members from entry level to supervisory positions