Jon Geniesse

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EDUCATION

University of Wisconsin - Madison   **Madison, WI**
Degree: Bachelor of Science   *May 2022*
Major: Computer Science, Certificate: Game Design
GPA: 3.9; Dean's List

TECHNICAL SKILLS

Java	React-Bootstrap	React Native
Javascript	HTML/CSS	C
React.js	Git	MySQL Workbench

PROFESSIONAL EXPERIENCE

DoIT Help Desk   **Madison, WI**
Student Developer   *April 2021 - May 2022*
- Learned React independently on the job to assist a team working together to build a fully functioning website for DoIT Help Desk management to use.
- Carried out full-stack development by working through team members' code to add functionality and personalized data to the website.
- Taught new developers to work in our team's agile Scrum development style by showing them how they can use Git and VSCode to make changes to new branches and submit merge requests.
- Gathered feedback from stakeholders about new features and improvements that would aid in the development process of the website.
- Attended weekly meetings to showcase work, discuss the current sprint, and offer advice to any team members who were struggling with a certain feature.

IT Support Agent   *October 2019 - May 2022*
- Worked as the on-site manager to answer any questions that agents had about their ongoing calls, which required quick and concise communication.
- Frequently assisted 3 different chat customers at the same time through effective time management in a fast-paced environment in order to aid many customers in a short period of time.
- Trained 20+ new agents by demonstrating proper case handling and assisting with their cases to ensure an easy transition to the work environment.

RGL Logistics   **Green Bay, WI**
Transportation & Accounting Intern   *May 2019 - August 2019*
- Managed an independent project for RGL's outreach program by gathering information for 2300+ businesses
- Learned a new software system, Mcleod, by taking notes and integrating it into daily responsibilities in order to get more comfortable with completing new and rigorous tasks.
- Increased the size of RGL's database by communicating with 200+ companies and potential customers to provide more easily accessible information for the department.

OTHER LEADERSHIP ROLES

Wisconsin Singers   **Madison, WI**
Vocal Captain   *June 2020 - August 2022*
- Implemented new organizational standards for our file storage, as well as creating new instructional documents to pass down knowledge to future years.
- Led workshops with kids of all ages at performance venues to help them build their performance skills.

WebMaster   *June 2019 - June 2020*
- Collaborated with professionals on building the foundation for a new website to modernize the look and maximize navigation efficiency while maintaining and updating the current website.