

# John Griffin

## Web Developer

Enthusiastic and self-motivated IT professional committed to pursuing a long-term career change in web development and design. Offers high attention to detail, strong analytical and problem solving skills, and ability to complete projects on schedule.

## Contact

### Address

Easthampton, MA, 01027

### Phone

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### E-mail

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### WWW

<https://www.johngriffin.dev>

### LinkedIn

<https://www.linkedin.com/in/jgriffin407/>

## Skills

HTML ●●●●○

CSS ●●●○○

JavaScript ●●●○○

SQL ●●●●○

Responsive Design ●●●○○

## Work History

2016-01 -

Current

### Computer Repair Technician

*Whalley Computer Associates Inc., Southwick, MA*

- Investigated and corrected problems with printers, PCs, and other peripheral devices.
- Authored process documentation on peripheral devices to suit customer requirements.
- Maintained excellent attendance record, consistently arriving to work on time.

2015-03 -

2015-05

### Help Desk Analyst

*Robert Half (Baystate Wing Hospital), Palmer, MA*

- Documented all transactions and support interactions in system for future reference and addition to knowledge base.
- Used ServiceNow ticketing systems to manage and process support actions and requests.
- Performed tests of functionality, security and performance of different workstations and devices.

2009-08 -

2015-03

### Easy Technician Associate

*Staples, West Springfield, MA*

- Worked with diverse customer base to understand needs and provide products and services.
- Increased customer satisfaction by resolving computer, printer, and network issues.
- Maintained excellent attendance record, consistently arriving to work on time.

## Education

**2012-01 -  
2014-06**

**Bachelor of Science: Computer  
Information Systems**

*Westfield State University - Westfield, MA*

- Coursework in Visual Programming, Database Development and Database Management.
- Developed POS and inventory management system for my senior project using Visual Basic and SQL Database.

**2008-09 -  
2011-05**

**Associate of Science: Computer  
Information Systems**

*Holyoke Community College - Holyoke, MA*