

Jared Max Gurr

San Tan Valley, AZ

Objective:

A position that would allow me to utilize my skills in programming with MySQL, Java and general Backend web development.

Education:

High School Diploma (2011)
-Skyline High School, Mesa, AZ

Current Major Progress:

Associate of Computer Science
-Chandler-Gilbert Community College

Recent Experience:

LiveOps Phone Customer service rep for Nordstrom July 7, 2019-Jan 15, 2020

- Took Phone Calls from home and helped customers place orders for Nordstrom.com.
- Helped register customer complaints/feedback to correct departments.
- Guided customers through Nordstrom.com website and helped with choosing right outfits for their needs, as well as helping answer any questions they had about a particular product/style before purchasing.

Amazon Flex/Postmates delivery driver April 20, 2019-Present

- Went on 3-4 hour routes to deliver between 40-100 packages per route with Amazon. 2 times per day for several days each week.
- Also would take specific immediate delivery opportunities to retrieve items or food from restaurants to give to customers at their residence.
- Supplied my own vehicle/insurance and never once had a ticket or accident ever since I obtained my license in 2014.

Full-Time Phone/Chat customer service Rep from Home with GC Services/Apple Feb. 28, 2017-April 16, 2019

- Provided support for customers with issues on orders of iPhones, iPads, Macs, and any other Apple Products found on apple.com.
- Warmly greeted and helped resolve customer issues. Reassured customers to be confident in the process with their orders.
- Provided contact information and links to helpful organizations, or transferred directly to other support teams such as credit and Billing support as needed.

Qualifications:

- Strong communication skills, especially good at receiving and following directions.
- Able to begin and finish tasks independently.
- Very capable of working in a team environment or on a group project.
- Self taught to program, along with guidance/mentorship from an expert developer.
- 3 years experience developing apps and programs in various languages.
- Physically healthy, energetic and ready to learn new things.
- Capable of using Microsoft Word, Excel, and PowerPoint effectively.
- Deep understanding of computer hardware and operating systems, especially Linux.
- Plenty of experience using Docker Containers and Docker-Compose to run various apps/projects with.
- Adept at building apps with Test-Driven Development principles as well as the DRY principle and other important code-writing principles.
- Understanding and experience with various Java design patterns such as Builder, Factory, and MVC (Model-View-Controller).
- Skilled with HTML/CSS/JavaScript

Other:

- Completed 2 courses of American Sign Language in Undergraduate School (2011).
- Eagle Scout (2011)

Referrals:

Gordon Palmer Landscaping Designer and sales Professional

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