John M. Smith

La Vergne, TN   johneriot@gmail.com   (865)456-7661

Objective

My passion is to be a productive, growing member of a professional organization delivering quality service. I thrive on acquiring new skills.

Skills Profile

- Time management skills
- Ability to explain complicated concepts clearly

- Great social skills
- Troubleshooting
- Networking

- Strong phone and email etiquette
- Critical thinking and active listening

Education

PELLISSIPPI STATE COMMUNITY COLLEGE   Knoxville, TN

- A.A.S in Computer Science - Programming

Professional Experience

CLAYTON HOMES

05/2022-Current   **QA Intern**   Knoxville, TN

- Helped to build out test automation and load testing plans and documentation
- Familiarization with Scrum ceremonies and processes
- Worked with team of software engineers, fellow QA's, product owners, etc. to continue to create a cohesive enterprise application

PARROTT PRINTING   Knoxville, TN

4/2015-05/2022   **Sign Installer –Part Time**

- Work under the supervision of an experienced sign technician
- Follow building plans to meet customer needs
- Proficient in constructing wood and metal signage and frames
- Correspond with customers regarding their policies and information

PARKSIDE KIA   Knoxville, TN

01/2019-08/2019   **Product Specialist**

- Develop buyers by keeping good rapport with previous and new customers
- Complete sales or purchase contracts
- Extensive product knowledge
- Figure out customer needs by listening and asking questions

06/2018-01/2019   **WYNDHAM DESTINATIONS**   Sevierville, TN

Front Line Sales

- Establishes customer relationships
- Thoroughly informs customers of all beneficial Wyndham products
- Leads customers on informative tours to secure sales

04/2012-04-2015   **KNOXVILLE UTILITY BOARD**   Knoxville, TN
                        Service Technician

- Responsible for maintaining a company vehicle
- Read meters in a timely manner across Knox County and surrounding areas

Additional Experience

- **Programming:** Java, C#, and ASP.Net
- **DBMS:** SQL
- **Web Development:** HTML, CSS, JavaScript, and PHP