

JONATHAN WHITE

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SUMMARY

Forward thinking Computer Science Major with a passion for web design and software development. Outstanding communication and troubleshooting skills with background knowledge of Data Structures and Algorithms.

SKILLS & EXPERTISE

- PROFICIENT IN HTML5
- PROFICIENT IN CSS3
- PROFICIENT IN JAVA
- INTERMEDIATE KNOWLEDGE OF JAVASCRIPT
- ADOBE CREATIVE CLOUD SUITE
- OBJECT ORIENTED PROGRAMMING
- KNOWLEDGE OF ACCESSIBILITY
- KNOWLEDGE OF GOOGLE SEO

EDUCATION

AUBURN UNIVERSITY, AUBURN, AL - B.S. Computer Science

AUGUST 2015 - PRESENT

EXPERIENCE

YOURNERDFRIENDS, AUBURN, AL - Founder/Chief Executive Officer

DECEMBER 2018 - PRESENT

Co-founded an IT Support company with the hopes of changing how technical support is handled in the corporate and private world, with a prioritization in social media presence. Actively building and cultivating a business layout that can be successful in a college town without the high prices that are seen in IT support currently, while maintaining the professionalism and the reliability that comes with well-known companies. Project is on hold.

GEEK SQUAD, OPELIKA, AL - Consultation/Advanced Repair Agent

AUGUST 2017 - PRESENT

Responded to customer concerns with friendly, fast and knowledgeable service. Received malfunctioning devices and troubleshoot systems to diagnose problems and determine best repair courses. Provided documentation on start-up, shut down and first level troubleshooting of processes to help desk staff. Increased store revenue by 20% in 3 months, taking the store from bottom 400 to top 150 in the company.

PILOT CATASTROPHE, MOBILE, AL - Claims Processor/Adjuster Assistant

MAY 2016 - AUGUST 2017

Responsible for handling insurance claims filed by policyholders. Planned and scheduled work needed to process claim for the adjuster assigned to the claim. Reported policy changes and company conditions affecting customer satisfaction.

DUBYA ENTERPRISES, CREOLA, AL - Outside Sales Account Manager

JUNE 2014 - AUGUST 2015

Managed a portfolio of accounts to achieve long-term success. Developed positive relationships and handling customers' needs. Boosted sales numbers with proactive account servicing and diligent relationship-building. Introduced higher standards for customer service and increased efficiency by streamlining operations.