Jon Bascos – Web Developer – Greater Portland Area

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Projects

[Smart Shopping Cart](#), **Full Stack Developer (Group)**

The Collab Lab Cohort 5, Mar 2020 to May 2020

Worked collaboratively with a group of 3 other developers, and created an app where you are able to create a shopping list of items. The user would be able to choose when a grocery item would need to be purchased next and the list would remind you of upcoming purchases.

Tech Stack: React.JS, GitHub, Firebase

Experience

Technical Solutions Engineer (Mar 2020 - Present)

Act-On Software - Portland, OR

- Assist customers with technical questions relating to Act-On and peripheral software.
- Utilize independent and creative problem-solving skills to assist in technical troubleshooting and analysis for customer-reported issues.
- Manage and maintain 30 incoming support tickets, phone calls, and chats from customers from receipt through resolution per week using Zendesk.
- Work cross-functionally with the engineering department to track bugs using JIRA and Splunk.
- Create documentation for our end users that were utilizing Act-On's Automated Programs and how to manage source lists in Automated Programs.

Programming Languages

- JavaScript
- Python
- Java (in progress)

Web Development

- HTML
- CSS/SaSS
- ReactJS

Databases and Tools

- Firebase
- Git/Github
- VS Code

Misc

- OOP
- Pair Programming
- Zendesk
- JIRA
- Splunk

Education

Full Stack Web Development

PDX Code Guild

Portland, OR

07/2019 to 10/2019

B.S. Telecommunications Management

DeVry Institute of Technology

Fremont, CA

10/1998 to 06/2001

Lead Paramedic (Mar 2011 to Present)
American Medical Response – Portland, OR

- Delegate tasks to a group of 2 to 8 responders to handle various emergency situations efficiently.
- Mentor new EMTs in working as a team with other agencies in emergency situations, navigating with emergency lights and sirens, and how to help their Paramedic partner in the back of the ambulance.
- Train new employees on how to use our computer charting program to accurately complete patient contact reports.