

Jon Fader

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WORK EXPERIENCE

FullStory

June 2018 – Present

Senior Support Engineer

Atlanta, GA

- Leverage coding skills to build tools and automations that improve support/troubleshooting and streamline hand-offs between departments.
- Wear an empathy hat; not only to provide next-level support to our customers, but to echo the voice of the customer throughout the company and product.
- Geek out on complex, technical challenges that our customers face - not only to solve the problem at hand, but to level up our Hugging team and our knowledge base.

NCR

November 2016 – June 2018

Software Engineer

Atlanta, GA

- Responsible for software configuration management for POS system software and internal development tools.
- Automated the release of point of sale software. Improved department productivity by redesigning POS release management process.
- Created and maintained detailed documentation for software release and configuration activities.

Haskell

May 2013 – November, 2016

Desktop Engineer

Atlanta, GA

- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems.
- Participate in the testing, integration, configuration, and deployment of end user hardware, operating systems and software.

Bank of America Merrill Lynch

August, 2011 – December, 2012

Desktop Support Analyst

Jacksonville, FL

- Resolved technical desktop, telephony, and mobility issues for critical revenue generating business partners.

SKILLS & INTERESTS

- **Skills:** Coding (Python, JavaScript, C#, PowerShell); Process engineering; Troubleshooting & technical support; Technical writing & documentation; Release management; Software configuration management; Active Directory; Windows deployment and imaging
- **Interests:** Programming; Game development; Travelling; Cars; Reddit; Home Automation

EDUCATION

University of North Florida

2006-2011

Political Science/International Relations, Public Administration

Jacksonville, FL