

Kasey Jones

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SUMMARY

Results oriented with strong analytical and critical-thinking skills. Knowledgeable in SQL, Agile, and web-based technologies. Working knowledge of software testing and test-plan design. Able to work in a fast-paced environment and collaborate with a team to support software development initiatives.

SYSTEM SKILLS

- Knowledgeable in MySQL, HTML, CSS, and Agile
- Adequate with JavaScript and Jira
- Familiar with test management and writing test cases in TestRail

CORE COMPETENCIES & SKILLS

- Able to identify non-standard issues and offer solutions
- Strong written and oral communication skills
- Exceptional organizational skills
- Able to work and meet goals independently, as well as collaborate with a team

PROJECTS

jamEZ – Languages: HTML, CSS, JavaScript, React, MongoDB, Mongoose

- Utilizes the Spotify API to let users search for songs and artists, as well as create playlists
- Deployed Application: <https://jamez.herokuapp.com/>

EventSafe – Languages: JavaScript, Handlebars, MySQL, HTML, and CSS

- Allows users to create events and review businesses, then publish them to a dashboard
- Deployed Application: <https://project-2-team-3.herokuapp.com/>

Weather Dashboard – Languages: HTML, CSS, and JavaScript

- Uses the OpenWeather API to retrieve the current and 5-day weather forecast for cities
- Deployed Application: <https://joneskm72.github.io/server-side-apis-hw6/>

PROFESSIONAL EXPERIENCE

Client Support Consultant for Relias Learning (June 2017-December 2019)

- Assisted clients via phone and email with technical issues on multiple Learning Management systems
- Led training sessions in the Client Care Department
- Analyzed data sets using SQL Server Management Studio and Power BI
- Assisted in building customized reporting solutions

Customer Experience Representative for Eventbrite (November 2015-April 2017)

- Diagnosed, via phone and email, technical issues that event organizers and attendees encountered
- Utilized Salesforce to create and maintain case records
- Interfaced and collaborated with teammates to solve and escalate customers' issues

EDUCATION

East Tennessee State University — Johnson City, TN

- Bachelor of Arts, English, May 2015
- Summa cum laude

CERTIFICATIONS

The University of North Carolina Chapel Hill — Chapel Hill, NC

- The Coding Boot Camp at UNC-Chapel Hill, December 2020

Tech Talent South — Raleigh, NC

- Part-Time Code Immersion, November 2018