

JONATHAN KING

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WORK EXPERIENCE

MedImpact

July 2018 - Present

PA Clerk

- Review documents for completion, accuracy, and adherence to changing standards. Input data for further review and reach out to doctor's offices and pharmacies for additional information as needed.

Target Corporation

April 2017 - July 2018

Electronics Team Member:

- Provided sales support, technical support and merchandising assistance to ensure that retail customers had a positive experience shopping in our department.

Walmart

January 2017 - April 2017

Customer Service

- Provide fast, fun, and friendly customer service by ringing up and bagging items as well as processing transactions and handling various forms of payment. Assist with restocking of products and handling of customer concerns.

Nintendo of America

November 2015 - February 2016

Customer Service Representative

- Provide consumer support via phone in order to resolve technical, gaming, account, and service related issues. This includes promoting the Nintendo brand, recommending products based on consumers' needs, managing consumer expectations, setting up part and repair orders, and documenting consumer feedback.

Porch.com

March 2014 - October 2015

Customer Service Representative

- Reviewed data for accuracy and viability using proprietary systems as well as Microsoft Excel.
- Worked with a team to acquire and clean data for ingestion into a database.
- Analyzed and input data, images, and other details to create profiles for home improvement professionals.

GoDaddy.com

July 2012 - October 2013

Inbound Customer Support Representative:

- Responsible for handling inbound calls from customers regarding sales, technical support and consultation in order to set customers up for future success. Processed orders and assisted with selection of products and services to best facilitate the growth of customer's business needs.

Online Support Representative:

- Provided clear, concise and accurate information to assist with troubleshooting, sales and general support for GoDaddy products and services. Used various proprietary and third party tools to determine the cause of, and solution to, various problems, primarily related to Hosting, Domain and Email services. Advised customers on the best products and services to facilitate the growth of their businesses and set them up for future success.

RECORD OF EDUCATION

University of Arizona Full Stack Web Development Bootcamp

May 2019 - Present

- Learning to build full stack web applications via fast paced curriculum that covers HTML, CSS, Javascript, jQuery, Node.js, Bootstrap, React.js, MySQL, Git, and more.

Scottsdale Community College and DeVry Technical Institute

May 2005 - July 2013

- Various technical courses including computer programming, network administration, video game development, web development, and systems administration across both Windows and Linux environments.