**Jordan Bradley**

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**EDUCATION**

**KU Full Stack Coding BootCamp**

Full Stack Web Development Bootcamp (MERN Stack)

June 2022-Present

**University of Central Missouri**

Bachelor of Science, General Studies, May 2019

**PROFESSIONAL EXPERIENCE**

**Tek Experts, Contractor, M365 Technical Support Engineer,** Remote

Jun 2021-present

* Provided technical support for Microsoft Premier customers
* Proficient in technical support of Microsoft Intune, Outlook, and Microsoft Win. 365-Cloud PC
* Resolved technical issues by troubleshooting and collaborating engineers,

technical leads, and technical advisors

* Provided customer-centered listening and communication
* O365 Admin Tenant Administration, setup test tenants and VMs to re-create customer issues and troubleshooting
* Setup Hybrid Exchange environment on VMs for test environment

**Harbor Freight Tools, Retail Sales Associate,** Lees Summit, MO

Sept 2020-April 2021

* Provided first point of contact customer service to improve the customer experience
* Excelled in up sale of extended warranties, Inside Track Club Memberships, and in-store credit cards
* Achieved a balanced cash drawer at the end of every shift

**Netsmart Technologies, Services Desk Technician I,** Overland Park, KS

Sept 2019-Mar 2020

* Provided Level I IT Helpdesk support
* Navigated an Active Directory and O365 environment while supporting in house company EHR software
* Provided service and support to the Director of Information Services
* Supported troubleshooting for clients with company EHR software and IT support

**SKILLS**

* Web languages: HTML, CSS, JavaScript
* Knowledge in Bootstrap 3 & 4 Framework
* Knowledge in both Windows, and Mac OS and IT troubleshooting
* Working knowledge of O365 and Microsoft environments (Exchange, Active Directory, AAD, etc.)
* Graphic Design Software: Affinity Designer
* Code text editors: Microsoft Visual Studio, Sublime Text, Atom Text editor
* Photo editing software Adobe Photoshop
* Video editing software including Adobe Premier, After Effects, Final Cut
* AutoCADD software
* Good oral & written communication
* Proficient in Microsoft Office

**CERTIFICATES**

* HDI Certified HDI Support Center Analyst