**Jordan Bradley**

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**Summary of Qualifications**

Front End Developer currently pursuing a Certificate in Full Stack Web Development from University of Kansas (KU). Known as a creative thinker with a passion for creating web apps, with a responsive, mobile first approach. With having over 2 years of working experience in the IT industry, and troubleshooting complex computer and application issues, this will help me thoroughly solve problems that arise during web development. Excited to continue using the skills learned to build quality web apps with a great design.

**Technical Skills:**

**Softwares/Platforms:** Windows & MacOS, Git commands, VS Code

**Software Languages:** HTML, CSS, JavaScript, jQuery, NodeJS, ExpressJS, MySQL, NoSQL

**Projects:**

**Project 1: Unburied a Museum Cataloger |**

**Github: <https://github.com/PierTwo/unburied-museum-cataloger> |**

**Deployed Project | <https://piertwo.github.io/unburied-museum-cataloger/>**

* A museum cataloger that allows users to search through 2 different museums through an API.
* The search feature will return images from the museums API upon searching. It has a carousel for viewing the images.
* As a group project my responsibilities included setting up the structure of the web page and styling the UI as well as working on the JavaScript to pull data from the museums APIs
* Tools / Languages used: HTML, CSS, JavaScript, jQuery

**Project 2: Memorize - A Flashcard App |**

**Github: <https://github.com/nhastings1/project-2-flashdata>  |**

**Deployed Project | <https://nameless-hamlet-43462.herokuapp.com/>**

* A full stack project that allows users to create a collection for a flashcard and then add the flashcard to the corresponding collection it belongs
* The user will login or signup for an account to begin using the app.
* As a group project my responsibilities included setting up the structure of the web page and styling the UI as well as working on the JavaScript, MySQL and back end routes.
* Tools / Languages used: HTML, CSS, JavaScript, NodeJS, ExpressJS, MySQL, Sequelize, Express HandleBars, Bulma CSS, and Sessions/Cookies

**Professional Experience**

Tek Experts, Colorado Springs       Colorado (remote)

**M365 Technical Support Engineer**     (6/2021 to Present)

Performed troubleshooting and maintenance of computer systems & software, advanced troubleshooting and in depth research

Demonstrated expertise in technical support of Microsoft Intune, Outlook, and Microsoft Win. 365-Cloud PC

Resolved technical issues by troubleshooting and collaborating with other engineers, technical leads, and technical advisors

O365 Admin Tenant Administration, setup test tenants and VMs to re-create customer issues and troubleshooting

Demonstrated outstanding customer service skills and provided outstanding technical support for Microsoft Premier customers, consistently received high rating on client satisfaction surveys.

Quality assurance award: “*Quality Hero*” month of August , 2021 and month of March, 2022

Harbor Freight Tools       Lees’ Summit, MO

**Retail Sales Associate** (9/2020 to 4/2021)

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

Provided customer-centered listening and communication

Awarded employee of the month for excellent customer service and sales

Netsmart Technologies       Overland Park, KS

**Services Desk Technician I** (9/2019 to 3/2020)

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

**Education:**

**KU Full Stack Coding BootCamp, Full-Stack Web Development Certificate**

24-Week Online intensive program. Full Stack Coding Bootcamp. Git, HTML, CSS, JS, jQuery, NodeJS, ExpressJS, MySQL, NoSQL,

**Anticipated Graduation Date:** November 2022

**University of Central Missouri**

Bachelor of Science, General Studies, May 2019