**Jordan Bradley**

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**Summary of Qualifications**

Front End Developer, recently attained a Certificate in Full Stack Web Development from University of Kansas (KU) Coding Bootcamp. 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 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, Bootstrap, JavaScript, jQuery, NodeJS, ExpressJS, MySQL, NoSQL, MongoDB, PWA, ReactJS, MERN Stack, Redux

**Projects:**

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

**Github:** [**https://github.com/PierTwo/unburied-museum-cataloger**](https://github.com/PierTwo/unburied-museum-cataloger) **|**

**Deployed Project |** [**https://piertwo.github.io/unburied-museum-cataloger/**](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**](https://github.com/nhastings1/project-2-flashdata) **|**

**Deployed Project |** [**https://nameless-hamlet-43462.herokuapp.com/**](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

**Project 3: HTML For Beginners |**

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

**Deployed Project | https://lit-bayou-05963.herokuapp.com/**

* A full stack MERN project that allows users to learn the basics of HTML and track progress.
* The user will login or signup for an account to begin using the app, the user will be able to track progress and a review quiz at the end of the tutorial.
* As a group project my responsibilities included setting up the boilerplate of the MERN stack app and styling the UI as well as working on the JavaScript, React pages and back end routes.
* Tools / Languages used: MERN Stack (MongoDB, ExpressJS, ReactJS, NodeJS), Mongoose, JWT, HTML, CSS, TailWindCSS

**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, ReactJS, MERN Stack, Redux

November 2022

**University of Central Missouri**

Bachelor of Science, General Studies, May 2019