

JORDAN T. HOPPS

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<https://jordanthopps.netlify.app>

PRIORITY SKILLS

C#, .NET Core, MVC, Javascript, HTML 5, CSS 3, Bootstrap, PostgreSQL, Heroku, Netlify, CI/CD
GitHub, managed code, Visual Studio, Visual Studio Code, quick adaptability, and customer-service.

EXPERIENCE

Global Support Agent Tier II, TransUnion; Atlanta, Georgia, 2019 — 2021

Serve as a liaison between TransUnion's Global Technology Organization and our internal/external customers while delivering exceptional **24/7 customer support**. Effectively balancing **excellent judgment** and a desire to drive resolutions on behalf of our customers with strong command of **identity access management** and **analytical skills** relating to organizational best practices.

Technical Support Specialist, Cooper Carry; Atlanta, Georgia, 2018 — 2019

Tactfully troubleshoot and resolve end user issues through ticketing queues, telephone, and emails in a **fast-paced, demanding environment**. High client satisfaction fosters trusting, interpersonal relationships pertaining to **Continual Service Improvement**. Productive relationships with global teammates and external vendors bolstered **strong collaboration**.

IT & Executive Support Specialist, AXIS Capital; Alpharetta, Georgia, 2014 — 2018

Provided superior technological support for 20 locations serving 1300 employees, in addition to exclusive support for executive leadership. **Authoring knowledge articles**, workflows, and **writing standard operating documentation** were everyday. Further leadership includes designing and maintaining digital signage as well as a service-on-demand mobile app in an **agile workspace**. By training EUC support staff and **managing escalated second-level calls** from EUC, I shaped a client-oriented service desk.

EDUCATION

Coder Foundry, Kernersville, North Carolina; Discipline: .NET Development 2021

- 480+ hours developing full-stack, MVC applications guided by software requirement specs
- Built seven front-end apps with vanilla JavaScript, HTML, and CSS
- Portfolio available at: <https://jordanthopps.netlify.app>

Oglethorpe University, Atlanta, Georgia; Discipline: Engineering Physics, 2012 — 2017

- Recipient of Omicron Delta Kappa's Leadership Award
- Invited to join the International Scholar Laureate Program

LEADERSHIP ROLES

Sophomore Class President, Oglethorpe University, 2013 — 2014

Freshman Class Senator, Oglethorpe University, 2012 — 2013

Lead America Engineering Conference, Olin College, Needham, Massachusetts, 2011