JORDAN T. HOPPS

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MISSION

To acquire a position that leverages my coding abilities in the field of Information Technology.

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** efforts. 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: **.NET Development**, 2021

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

Milton High School, Alpharetta, Georgia; Diploma, 2012

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

PRIORITY SKILLS

.NET, PostgreSQL, **HTML 5**, Bootstrap, **CSS 3**, **Javascript**, git management, **GitHub**, Visual Studio Code, **Visual Studio**, quick adaptability, and **customer-service skills**.