

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.

PROGRAMMING EXPERIENCE

.NET Developer, Coder Foundry; Kernersville, North Carolina, 2021

- 1000+ hrs developing full stack, MVC applications under software requirement specs
- Applied APIE and SOLID principles while working efficiently to meet deadlines
- Built six front-end apps with vanilla JavaScript, HTML, CSS
- Demo application available at: <https://nexus-address-book.herokuapp.com>

IT 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 balance 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

Provide 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.

EDUCATION

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

- Recipient of Omicron Delta Kappa's Leadership Award

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