

Jordan Gary

4005 Nicholson Drive, Apt 1104, Baton Rouge, LA 70808 | (985)209-3404 | jgary13@lsu.edu | <https://www.linkedin.com/in/jordanrgary>

Experience

SENIOR TECHNICAL SUPPORT OPERATOR | FBI – LEEP HELP DESK | JANUARY 2018 - PRESENT

- Answer and field calls from members of many different agencies who are in need of technical support
- Explain to members how to navigate and use the online portal
- Identify issues users may have and help them with troubleshooting or connect them with the appropriate resources
- Display effective customer service skills via phone
- Organize and lead small team meetings
- Train and assist new employees

ASSISTANT POOL MANAGER/LIFEGUARD | ELLENDALE COUNTRY CLUB | MAY 2014 – AUGUST 2017

- Helped manage and maintain a private pool to the standards of Ellendale Country Club and its members
- Provided excellent customer service to pool patrons, and made sure they were in a safe environment

Education

BACHELOR OF SCIENCE | LOUISIANA STATE UNIVERSITY | EXPECTED: DECEMBER 2021

- Major: Computer Science – Software Engineering
- S&B Engineers Brookshire Scholarship recipient
- Related coursework: Operating Systems, Programming Languages, Software Systems Development, Advanced Data Structures, Object-Oriented Design, Web Design, Computer Organization and Design, Numerical Methods

Skills & Abilities

PROGRAMMING

- Languages: C, C++, Java, Python, HTML, CSS, Scheme, UML
- Tools: Visual Studio, Atom, NetBeans, Ubuntu

HARD-WORKING

- Willing to learn and enjoys doing so
- Can quickly pick up and learn new technologies

TEAMWORK

- Gets along with and works well with others, and has done so in many different team environments
- Contributes as much as possible and makes sure the team stays on track