Jordan Harrison

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Skills

Java
Creating multi-class software that interacts with already existing libraries.

NodeJS
Creating back-end website servers and automated bots for online platforms.

MongoDB
Storing application/user data using modern file documents

C# / Unity
Creating interactive and unique video game concepts with C# and the Unity library/application.

Profile

A Junior Programmer that is experienced in many languages (e.g Java, NodeJS, C#, Python, etc.) and has mastered the best practices to developing and maintaining large scale projects in team environments.

Professional Experience

2019 – present	**Client Work,** *Developing Software* Mainly doing video game modification work, hired by owners of organizations to produce large-scale plug-ins for their game servers. Required to meet certain time frames and adapt specifications into fully functional code.
12/2018 – 01/2022	**Team Leader,** *Hungry Jacks* In charge of a large team of employees. Tasked with finding solutions to problems in the workplace, placing employees on the correct stations to ensure an efficient working environment, and finishing tasks at a high standard and fast pace.
05/2022 – 01/2024	**Level 2 Helpdesk,** *WorldSmart Retail Technology* In my time at WorldSmart, I worked in an IT Helpdesk for our POS & Retail solutions software. I was a skilful helpdesk agent, tasked with helping customers with their more difficult queries. My role included remote accessing store's computers, identifying issues, finding a solution and applying the fix, answering phones and pursuing customer relations. I also created a dashboard that integrated with our ticketing system to display statistics, which you can find in my portfolio.

Awards

2020
Year 12 Mathematics Merit, *SACE*
Earnt for gaining an overall subject grade of A+ and being selected by a panel of SACE board members as demonstrating exceptional achievements in the subject.

Year 12 Information Technology Merit, *Gleeson College*
Earnt for demonstrating companionship and high-level understanding of the Information Technology subject.

References

Chris Merrett, *State Manager (Victoria)*, WorldSmart Retail Technology
Chris.Merrett@WorldSmart.com.au

Daniel Bedard, *National Support Team Manager,* WorldSmart Retail Technology
Daniel.Bedard@WorldSmart.com.au

See letters of recommendation (next 2 pages)

To whom it may concern.

It is my pleasure to strongly recommend Jordan Harrison for a position within the company.

I am Chris Merrett a State Manager at WorldSmart POS & Loyalty Solutions. I have 14 years of experience working in the Australian retail market and have seen many young professionals come and go. Jordan is one individual I have worked with who has always stood out from the crowd.

During our time together, Jordan has displayed great talents in most aspects within our company, training, customer engagement, well presented and always punctual. I was immediately impressed when meeting Jordan, but during the time worked together, his hunger to grow and learn from others really propelled his career.

It's not just his technical skills or customer engagement that impress me, however. Jordan was also a pleasure to work with because of his positive can-do attitude and wiliness to assist other colleagues when in need.

I am confident that Jordan would be a great fit for your Company, not only will he bring the kind of skills and experiences you're looking for in an applicant, but he will also quickly become an asset and help your Company grow.

If you would like more information or specific examples, please do not hesitate to contact me at chris.merrett@worldsmart.com.au, as a recommendation letter likely only provides a snapshot of an individual's talents and achievements, I would be happy to further elaborate on my time working with Jordan.

Sincerely,

Chris Merrett

State Manager

WorldSmart POS & Loyalty Solutions

DYLAN MAIOLO

| Email dylan.maiolo@outlook.com

Date 10/01/2024

To whom it may concern;

I am writing this letter of recommendation to promote Jordan Harrison for any future roles and opportunities that may be presented to him.

I have worked closely with Jordan for the better part of 2 years. During this time, he has helped expand my overall IT knowledge and assisted with my own development. It's for this reason that I am hoping to assist him in obtaining any future opportunities that may arise.

We work for Worldsmart, in a fast-paced problem-solving based environment working in a customer support capacity in retail software and PC hardware. The tasks involved varied from simple training requests for our customers to much broader tasks such as manual data manipulation and repair using SQL as the main language, sales support, network troubleshooting (both hardware and software based) and overall customer support. However, he is also skilled in coding knowing multiple languages such as Java, JavaScript, HTML, CSS, C# and python programming.

Jordan started working at world smart 2 years after myself and has taught me stuff that I would not have otherwise known. He always remained consisted when working, always achieving KPIs and spend countless hours assisting his peers to better perform and learn to the IT environment.

Jordans problem solving skills during his time with Worldsmart proved paramount. On several occasions reverse engineering the software and understanding it at a core level to find bugs and fixes for said bugs. Jordan has never veered away from a challenge and would follow problems through to the end.

As an individual Jordan is quite passionate about his hobbies to the point of know all the ins and outs of said hobbies. He knows when to be serious and knows when to have a laugh and enjoy a lighthearted environment. It is for all these reasons that if you have the opportunity to add Jordan to you staff I would not hesitate as he is an asset to any workplace

Sincerely,

Dylan Maiolo.