

JS

# Joseph Spann

## Professional Summary

An aspiring software engineer with extensive customer service experience. IT intern with heavy a focus on workstation related matters. Specializes in creating customer facing dynamic applications with responsive design and simple user interface. Adept at working with customers, team and project leaders to accomplish software engineering and updating tasks according to timelines. Skilled working with a wide variety of front and back -end technologies.

## Work History

### Microsoft Marketplace WebXT - Customer Service Rep/IT Intern

San Diego , California

10/2021 - Current

Microsoft Acquired TakeLessons.com to create Microsoft Marketplace under WebXT umbrella

- Ensure smooth transition from current email domain (G-Suite) over to Microsoft systems.
- Ensure representatives were able to achieve their duties by setting up company provided equipment with software needed to make calls and provide service.
- Manage access and permissions for employees within current production stack
- Supported IT department in handling technology rollout and maintenance.
- Aided problem resolution measures and suggested patches and hardware, software and network troubleshooting alternatives.
- Collected, update and migrated VOIP information.
- Helped department set up equipment for meetings, events and operations.
- Assisted computer users with technical issues remotely and at workstations.
- Manage team of up to 25 employees and associated accounts needed for production.

### TakeLessons.com - Customer Service Representative/IT Intern

San Diego, California

08/2012 - 10/2021

✉ joespann91@gmail.com

☎ (619) 309-5639

📍 San Diego, CA 92105

## Website, Portfolio, Profiles

- <https://www.linkedin.com/in/joseph-spann-12a684140/>
- <https://github.com/jpspann91>
- [www.portfolio.com](http://www.portfolio.com)

## Skills

- React.js
- JavaScript
- Node.js
- C++
- MongoDB
- MySQL
- Bootstrap
- Handlebars.js
- Visual Studio Code
- GitHub
- Java

## Education

Expected in 03/2022

**UCSD Extension**

San Diego

Certificate: Full Stack Web Development

Covers many different aspects of Software development

- Developed highly empathetic client relationships and earned reputation for exceeding service standard goals.
- Met customer call guidelines for service levels, handle time and productivity
- Handled over 30 calls per shift assisting students with finding teachers, presenting relevant product information and cancelling services.
- Responded to customer requests, offering excellent support and tailored recommendations to address needs.
- Responded proactively and positively to rapid change.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Consulted with outside parties to resolve discrepancies and create expert solutions.
- Recommended products to customers, thoroughly explaining details.
- Exhibited high energy and professionalism when dealing with clients and staff.

06/2021

### **Grossmont College**

San Diego

Associate of Science: Computer Science

- Dean's List Fall and Spring of 2020 and 2021
- Graduated with Honors

### **San Diego State University**

San Diego

Incomplete: Music

Attended 2009-2010