

John Clampet

<https://github.com/jsclampet>

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434-229-7049

SKILLS

- Experience building apps with the front-end stack (HTML, CSS, JavaScript), CSS libraries (SCSS, Bootstrap) and JavaScript libraries (jQuery, React)
- Working knowledge of strongly typed languages such as Typescript/Angular and Java
- Proficient with Terminal/CLI and package managers such as NPM and Yarn
- 5+ years of experience working in technical roles that require critical problem solving with the ability to learn and implement new technologies quickly

EXPERIENCE

SunRun

San Francisco, CA/ Remote

Service Desk, Tier 1

June 2022 - Jan 2023

- Provide front line technical support to employees via calls, chat, email, and remote support
- Setup remote administrator sessions to install/uninstall software, resolve OS and network issues, troubleshoot display and audio issues, and run updates and maintenance
- Worked with systems such as Salesforce, Service Now, G-Suite, Google Admin, BetterCloud

Sinch / Inteliquent

Chicago, IL/Remote

VoIP Technical Support TSC 1

May 2021-June 2022

- Review call-traces to troubleshoot audio issues, VoIP, SIP, RTP, SDP and other VoIP protocols
- Troubleshoot network, device and call-flow issues for enterprise users and VoIP resellers
- Coordinate customer changes with LNP/porting, account management, and other teams via Slack

Firefly Fiber Broadband

Charlottesville, VA/ Remote

Technical Support Lead

May 2019 - March 2021

- Utilized networking tool Calix Management System (CMS) and support cloud (CSC) to support customers
- Created training material to help train new Tier 1 reps
- Coordinated between Network Ops, Construction, and Plant Ops to support subscribers
- Host events to promote products and educate the public on fiber broadband technology
- Manage all email inboxes and social media accounts to ensure timely customer responses

Shenandoah Telecommunications

Rustburg, VA

Technical Support Agent, Tier 1

Mar 2018 - May 2019

- Educate customers on device capability, broadband speeds, and Wi-Fi technologies
- Troubleshoot and resolve device, network, and Wi-Fi issues

EDUCATION

Western Governors University

B.S Software Development

(Anticipated Graduation: Summer of 2024)

Freemote Bootcamp

Graduated: January 2022

CompTIA A+ Certification

Completed: October 2020