

Jeremy E. Tong
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Education

Mined Minds

Charleston, WV
Programing and Web Development
Ruby, Javascript, HTML, CSS

James Petigru Boyce College

Louisville, KY
Bachelor of Arts in Biblical and Theological Studies
Consecutive Dean's List Awards
Emphasis in oratory and classical rhetoric

University of Louisville

Louisville, KY
Business Administration

Experience

Mined Minds Consultancy

Clendenin WV

Full Stack Developer Consultant

February

2017- Current

- Collaborate with designers, developers, and project lead(s) working on both web and mobile applications throughout all phases of development, from product inception to production
- Develop web applications, Andriod and IOS applications, and Chrome Extensions
- Implement web interaction design best practices, with a focus on consistency and usability
- Create website layouts and user interfaces using standard web development technologies
- Develop client-driven features, applications, and infrastructure using AJAX, jQuery, HTML5, CSS3, Ruby, JavaScript, SQL, Java, Swift, XML, Test Driven Development (TDD) and pair- programming
- Mentor and train Mined Minds students with concepts of software development throughout 16-week Full Stack Bootcamp

Global Science and Technologies

Charleston WV

Application Tester on contract to Supreme Court of West Virginia

October 2013- July 2016

- Work with the existing support staff to learn and maintain the current operational procedures
- Provide on-site support of application rollout at multiple field office locations
- Validate testing activities cover all requirements
- Support testing defect review and resolution process
- Create test data to validate certain test conditions
- Create expected results for application actions

- Execute detailed test scenarios
- Report discrepancies between actual and expected results
- Assist in problem resolution
- Re-test conditions where application fixes have been made
- Assist financial arm of operation
- Create detailed financial exercise book for use during training and as a further resource for clerks while in the field
- Maintain financial exercises with each subsequent release
- On –site support for clerks and clerk assistants
- Assist in monthly financial closeouts on-site

Charter Communications

Louisville KY

Network Compliance Engineer/Systems Analyst
2012- October 2013

July

- Function as data compliance coordinator for Network Systems Engineers during the turn-up process for fiber optic networks
- Ensure standardization of interface descriptions and functionality in Fiber Optic switches, Head-ends, and Core Devices
- Manage massive project backlog while maintaining current workload to ensure complete customer satisfaction for Fiber Optic, PRI, SIP, WAN, and EOC customers

Senior Advisor
2012

December 2011- July

- Function as lead technical support specialist and technical supervisor for both internal and external customers
- Enact real change within the Charter family through implementation of the Customer Experience Transformation emphasizing Knowledge, Courtesy, Timely Resolution, and Concern
- Through group and individual coaching created an atmosphere in which Team could flourish and become one of the top performing teams with-in Louisville's Center of Excellence

Charter Business Team Captain
December 2011

August 2011-

- Function as technical supervisor, liaison to the LEAD Escalation Specialists, liaison to the team's immediate supervisor
- Duties include managing IVR Outage Management, organizing events and strategies, ensure implementation of policy and procedure at agent level
- Oversee various special projects within the Charter Business Department including the SDV change over, DNS Updates, the first ever preemptive IP allocation and configuration within the CB Department, and liaison between special accounts during the Windjammer Transition directly under Tom Eisenhoffer (Charter Business Customer Support Systems Manager)
- Maintain previous duties as Charter Business Broadband Data Specialist
- Specialize in ARRIS and Cisco CMTS command line interface and configuration

Charter Business Broadband Data Specialist
August 2011

July 2011-

- Function as commercial technical support for Charter's business customers
- Act as intermediary supporting both commercial IT departments and third-party network managing services: including but not limited to DSR and Megapath
- Ensure recurring revenue for the fastest growing department with-in the Charter umbrella.

On-Boarding/Sales Mentor
January 2011

July 2010-

- Facilitated agents between training and production, coached and prepared new hires, reviewed and enforced material presented in training
- Overhauled and ensured material and presentations were reproducible in the potential absence of any mentor in a classroom setting.

Broadband Technical Specialist
2010- July 2010

January

- Acted as the voice of Charter Communications
 - Manage payments
 - Implemented customer education
 - Troubleshoot video and internet issues for residential customers

The Gathering Community Church
KY

Taylorsville

Church Planter/Senior Pastor
Present

July 2009-

- Foundational visionary, creator, and facilitator in planting a new service organization within the community
- Collected, analyzed, and presented demographic material to a national organization for proposal to begin work
- Functioned as trainer, coach, and facilitator for a community of adult learners
- Created and implemented budget and community initiatives aimed at integration within the community
- Ensured retention and recruitment of new individuals with little to no previous affiliation.

Van Buren Baptist Church

Bloomfield KY

Senior Pastor
2009

January 2006- July

- Elected to facilitate a community of aged adults in adult learning
- Overhauled a tenured organization at the brink of closure to ensure progressive community impact in the future
- Adapted training style to cultural mores of a rural atmosphere
- Grew organization from ten members to forty-six in just three years.

Specialized Skills and Experience

- AJAX, jQuery, Ruby, Javascript, HTML, CSS, Java, XML, Swift, Android and IOS Development

- Proficient in Microsoft Office (Word, Excel, Outlook, and PowerPoint)
- Proficient in ACSR, CIT, CMTS, Salesforce, Homeworld, CBPP, Safari, PSP, Parallels, Sigma, RED, LAD, LCS, NANPA, Bacclite, Prism, Alarms, and Escalation Casework
- Cultural development, community development, and training in focused on adult learning
- Recognized as a leader by peers and leadership
- Educated in training techniques centered on adult learning
- Combined 11 years of education and experience in coaching adult learners