



JORDAN TRACY

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-Computer Information Systems graduate with experience in several object-oriented and web-based programming languages. Versatile, reliable and efficient with several years of experience in fast-paced, goal-oriented working environments.

SKILLS

Python	●●●●○
PHP	●●●○○
MySQL	●●●○○
HTML5/CSS	●●●○○
Bootstrap	●●●○○
JavaScript	●●○○○

EDUCATION

Computer Information Systems 09/2013 – 12/2016
DeVry University, Kansas City, MO, USA

Relevant Courses

- *Multiplayer Online Game Development*: Utilized PHP, MySQL, ActionScript3, and FLASH to create a multiplayer poker game with a functioning chat room.
- *Dynamic Website Development and Database Integration*: Utilized HTML5, CSS3, PHP, and MySQL to design a dynamic website with database connectivity.
- *Web Game Development*: Utilized HTML5, CSS3, JavaScript, and jQuery to build several object oriented web games.
- *Programming Multimedia*: Utilized Adobe Animate and ActionScript 3 to create several multimedia projects
- *Object Oriented Analysis and Design*: Utilizing UML, created a small register program following the entire Software Development Life Cycle.
- *Web App Development*: Utilized HTML5, CSS3, and C# to develop an employee portal where employees could enter hours and be added or subtracted from the system.
- *Web Interface Design*: Utilized HTML5, CSS3, Bootstrap3, and jQuery to create a website for a small coffee house.

PROJECTS

Chirper

A Twitter clone built with Bootstrap, Python, and MongoDB. Allows for the creation of new microblog posts injected into MongoDB then presented via Python.

Board Game Company Blog

<http://jtracyportfolio.com/miguel/index.php>

A small website for a board game company containing a blog and admin login page built from scratch using PHP and MySQL that allows admin users to create blog posts.

WORK EXPERIENCE

Operations Command Center Network Technician 06/2017 - present
Mastercard, Kansas City, MO, USA

- Execute Incident, Change, and Problem Management processes.
- Perform effective vendor management techniques to ensure forward-progress managed Incidents.
- Monitor the performance of traffic, systems, and central site processing, addressing anomalies detected.
- Conduct quarterly Release and patch rollout for European authorization system
- Route central site and customer traffic as necessary to minimize downtime and impact to the brand and business.

Google Fiber Brand Ambassador 06/2016 - present
VACO San Francisco, Kansas City, MO, USA

- Execute daily use of Salesforce for subscriber acquisition.
- Collaborate with the customer service and subscriber acquisition teams to ensure proper escalation and troubleshooting of customer issues.
- Utilize guerrilla marketing tactics to educate consumers about the Google Fiber product and process

Garden Center Department Manager 06/2013 – 06/2016
Walmart, Roeland Park, KS, USA

- Spearheaded seasonal layout planning.
- Actively involved in Merchandising and Inventory Management.
- Oversaw and trained 1-5 employees.
- Achieved highest market sales increase for the 2015 fiscal year.

Assistant General Manager 05/2008 – 03/2013
Strategic Restaurants LLC, Saint Joseph, MO, USA

- Coordinated hiring, training of new co-workers
- Ensured food safety guidelines were being followed
- Executed scheduling for 30+ employees
- Oversaw and trained 5-15 employees