Jordan Wells

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Objective

Computer science professional and enthusiast looking for work in the IT/CS field in 2020. Strong customer service skills, adept at learning new things. Background in Windows, OS X, Linux, iOS, and Android. Proficient in software, hardware, and programming.

Education

DURHAM TECHNICAL COMMUNITY COLLEGE | AUG 2019-DEC 2019

· Major: Associate's in Science

UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL | AUG 2016-MAY 2019

· Major: Bachelor's in Computer Science

NORTH CAROLINA SCHOOL OF SCIENCE AND MATH | JUNE 2016 | HIGH SCHOOL DIPLOMA

· Attended junior and senior years of high school at one of North Carolina's most highly-ranked high schools.

Skills & Abilities

CUSTOMER SERVICE

· Strong communication skills, interested in helping people, and able to remain calm under high pressure situations. Aids customers in any way possible.

HARDWARE/SOFTWARE FLUENCY

· Fluent with computer hardware and software. Have experience repairing desktops/laptops/phones, building desktops from scratch, and minor hardware repairs. Much experience in software repair and general computer troubleshooting.

PROGRAMMING

· Experience with Java, C, C#, C++, HTML/CSS, JavaScript, Python, SQL, PHP.
· Adept at learning new languages very quickly.

Experience

TECHNICAL OPERATIONS INTERN | TKXS | OCT 2019-JAN 2020

· Worked around the office providing technical support, software installation, configuration, and troubleshooting.
· Reorganized hardware and fixed old computers.
· Performed bash script programming involving Heroku and AWS integration.

WALK-IN IT TECHNICIAN | ITS UNC | JAN 2019-AUG 2019

· Worked at walk-in IT service desk providing customer service and troubleshooting clients' computers.
· Primarily worked on malware removal/cleanup, general software maintenance (removing slow software, providing updates, etc.), hardware troubleshooting, and software installation.

FRONT-END SUPERVISER/CUSTOMER SERVICE MANAGER | FOOD LION | FEB 2018-AUG 2018

· Managed customer service, dealing with a large variety of customers.
· Handled accounting work with large values of currency, sorting and organizing.
· Supervised and managed the front-end (all the cash registers) and the employees there.

RESIDENTIAL COMPUTING CONSULTANT | RESNET, UNC-CH | AUG 2017-DEC 2017

· Provided tech support for UNC's residents, doing service calls to dorms.
· Hosted events involving ResNET-owned equipment and technology.
· Received 100% positive feedback from clients assisted.

DATA TRANSFER CLERK | FIRST RESIDENTIAL SERVICES | MAY 2017-JUL 2017

· Performed back-end data processing on large quantities of data.
· Maintained client privacy when handling sensitive data.