

# 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**

- Very fluent with computer hardware and software. Have experience taking apart desktops/laptops/phones, building desktops from scratch, and minor hardware repairs. Much experience in software repairs 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.