RICHARD JARDINE

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SOFTWARE DEVELOPER, IT SUPPORT

Dedicated professional with a strong background in customer success, customer service, and tech support, now seeking to apply my versatile skills and passion for continuous improvement to excel in the role of a Software Developer. Committed to contributing to team success through technical expertise, problem-solving, and a drive for ongoing growth and excellence in the technology industry.

- Python
- HTML & CSS
- SQL
- Javascript
- REACT

- Client Success & Customer Relationships
- Motivated Self-Starter
- Process Improvement
- Managing & Tracking KPIs
- Professional Dutch Speaker

Professional Work History

Software Development Intern (Oct 2022 – Apr 2023)
Security Metrics – Orem, UT

- Acquired proficiency in Python coding language.
- Utilized Jira for issue tracking and management, contributing to efficient task completion.
- Enhanced code quality by adhering to linting standards for multiple repositories.
- Demonstrated commitment to software quality by achieving 100% test coverage for two major repositories through the creation of unit tests.

Information Technology Support Engineer (Nov 2021 – July 2022)
Driven Technologies – Norcross, GA

- Managed over 20 client support requests daily, maintaining a 99% positive resolution rate.
- Provided remote support, troubleshooting, and issue resolution while guiding clients through the process.
- Consistently offered on-call, after-hours, and urgent services, resolving issues independently during rotational shifts.
- Administered user licenses, ensuring the efficient onboarding and offboarding of employees.

Technical Support Representative (Dec 2019 – Oct 2021)
Emmersion – Lehi, UT

- Effectively managed 100+ inbound support inquiries weekly, addressing a wide range of issues.
- Maintained and contributed to Emmersion's support website, creating FAQs, support topics, and "How To" articles.
- Proficient in support ticket software (Freshdesk), handling 20+ support tickets daily.
- Collaborated with software development teams on small projects, enhancing programming skills.

European Marketing Coordinator (Mar 2019 – Dec 2019)
DoTERRA – Pleasant Grove, UT

- Oversaw a promotional production calendar for multiple international markets, ensuring successful launches.
- Conducted historical analysis and compared promotions to determine best practices.
- Collaborated with cross-functional teams to establish promotion protocols and procedures.
- Scheduled and led team meetings, guaranteeing successful promotional launches.

European Member Services Team Lead (Aug 2018 – Mar 2019)
DoTERRA – Pleasant Grove, UT

- Managed a team of over 20 members, providing customer service to European and East Asian markets.
- Exceeded customer service metrics and ensured win-win resolutions for all interactions.
- Monitored team member interactions for quality assurance and coaching opportunities.

European Member Services - Senior Agent   **(Jan 2018 – Jul 2018)**
DoTERRA – Pleasant Grove, UT
- Led the Dutch-speaking customer service team, handling escalations and ensuring member satisfaction.
- Provided creative solutions within company protocols, exceeding member expectations.

Member Services Representative – Dutch Speaking   **(Feb 2017 – Jan 2018)**
DoTERRA – Pleasant Grove, UT
- Managed over 30 calls and 60 emails daily, resolving Dutch-speaking customer inquiries.
- Focused on excellent customer service, positive resolutions, and identifying upsell opportunities.

Education & Credentials

Bachelor of Science, Software Development,
    Western Governors University, Salt Lake City, UT   Graduated 2022
Associate of Science, General Education,
    Utah Valley University, Orem, UT   Graduated 2019

Licenses & Certifications:
CompTIA A+ Certification   Sep 2022
CompTIA Project+ Certification   Sep 2022