# Mark Forte

Philadelphia, PA 19118
markcforte@gmail.com
+1 215 534 6393

Authorized to work in the US for any employer

## Work Experience

### Assistant Manager, Guest Services
The Fresh Market - Philadelphia, PA
June 2023 to Present

- Assist customers in-person and over the phone with store related requests
- Handle and correctly count money on hand
- Update inventory and daily financial reporting

### Associate, Software Engineer
JPMorgan Chase
August 2018 to November 2019

- Translated and implemented business requirements into technical solutions
- Application development for an infrastructure web application
- Used Python Django Framework and Spring Java Framework

### Analyst, Software Engineer
JPMorgan Chase
July 2016 to August 2018

- Managed infrastructure portfolio projects achieving significant cost savings
- Performed data reporting with tools such as tableau and splunk
- Led team migration to Agile Scrum methodology

### Intern, Technology Analyst
JPMorgan Chase
May 2015 to July 2016

- Reviewed and approved Production Change Requests in ITIL framework
- Communicated necessary revisions to Change Requests for the audit processes

## Education

### Bachelor of Science in Information Science and Technology
Temple University, College of Science and Technology - Philadelphia, PA
January 2013 to December 2018

## Skills

- Programming: Python, JavaScript, Java
- Development Methodologies: Agile Scrum, Kanban
- Web Development: Django, Spring, React.js, Node.js
- ITIL
- Incident management