



# Jonathan Clifford

Software Engineer (Entry Level)

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## Profile

**Strong Entry-Level Software Engineer** with over 18 months of programming experience, skilled in building, debugging, and maintaining software solutions while applying solid problem-solving and analytical skills. Experienced in learning new technologies quickly and collaborating within team environments.

## Career Experience

**Jack Henry** Oct 2022 — Present  
**Technical Support Representative**

- Provide technical support for cases ranging in severity, diagnosing and resolving complex issues in **Windows Server environments**.
- Troubleshoot system and application issues involving **Windows services**, **MySQL databases**, and **XML configurations**.
- Analyze logs, configurations, and system behavior to identify root causes and implement effective solutions.
- Works on-call rotation including nights & weekends.

**Jack Henry** Dec 2019 — Oct 2022  
**Product Support Representative**

- Handled a high volume of incoming calls supporting a wide range of customer inquiries and service requests.
- Assessed customer needs and provided accurate, timely solutions while maintaining a positive customer experience.
- Troubleshoot and resolved product-related issues, escalating complex cases when necessary.
- Communicated technical and non-technical information clearly to customers with varying levels of experience.
- Documented call details, resolutions, and follow-up actions in accordance with support procedures.
- Met or exceeded performance metrics related to call handling, quality, and customer satisfaction.

## Education

**High School Diploma** May 2018  
Clever High School, Clever MO

**CIS** Aug 2018 — Present  
Ozarks Technical Community College, Springfield MO

## Technical Proficiencies

JavaScript  
MySQL

HTML / CSS  
Flowcharting

Java  
Debugging

Python  
Planning

## Licenses & Certifications

Certiport - JavaScript  
Certiport - HTML and CSS