

# Jonathan Clifford

Software Engineer (Entry Level)

## 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.

## Professional Experience

Jack Henry

Oct 2022 to 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 to 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

Ozarks Technical Community College  
CIS, Online

Clever High School  
High School Diploma

May 2018

## Areas of Expertise

- JavaScript
- Python
- Debugging
- Java
- MySQL
- Planning
- HTML & CSS
- Flowcharting

## Certifications

JavaScript

HTML & CSS