

# Sydney Jones

## SOFTWARE ENGINEER

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Driven and ambitious team player with a proven track record in technical support, problem solving, and effective communication. Highly motivated to learn and grow in the field of web development. I am currently enrolled in Launchcode LC101 with an expected completion date of May 2023.

LANGUAGES		TOOLS			FRAMEWORKS
Java	CSS	MySQL	GitHub	Office Suite	Spring
Javascript	SQL	IntelliJ	SalesForce	Microsoft Teams	AngularJS
HTML5		VSCode	GSuite		

## WORK EXPERIENCE

### Proactive Restaurant Support, Uber Eats, September 2021 - Jan 2023

- Provided level one technical support, device troubleshooting, and advised restaurant partners on optimized platform utilization
- Prioritized tasks and outreach for 75+ account cases per week
- Provided proactive support to initiate platform re-engagement and prevent account attrition and churn
- Managed partner and restaurant database integrity using Salesforce and proprietary company CRM platforms
- Coordinated with internal staff to provide proactive multichannel support

### Associate Field Engineer, TSP, March 2019 - September 2021

- Delivered technical support for NetApp and Pure storage customers and distributors primarily in the Chicagoland and St. Louis areas, ensuring SLA, data availability, and integrity
- Coordinated with stakeholders and data center personnel for access and replacement hardware logistics
- Troubleshoot storage controller and shelf hardware, performing repairs or using proper escalation procedures
- Utilized digital workflow platform for service ticketing, field reporting, and asset log collection

## EDUCATION

**LaunchCode**, LC101 Programming Course — expected completion March 2023

**Eastern Gateway**, Business Management - AAB, Graduated Dec. 2021

**Kennedy King**, Certificate - CyberSecurity, 2018