

# JADE SHAW

## ASPIRING PROGRAMMER

OBJECTIVE: GAIN EXPERIENCE AND KNOWLEDGE IN THE TECHNICAL FIELD

### PROFILE

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**PHONE** 385 477 8579  
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**ADDRESS** 10269 Bayhill Dr  
Cedar Hills, UT

### EDUCATION

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**BYU-Idaho** 2014-2015  
Engineering Major, various volunteer opportunities

**Herzing University** 2015-2016  
Enrolled in the IT program and learned the basics of Linux and Network Administration

### SKILLS

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**HTML & CSS** ★ ★ ★ ★ ★  
**JavaScript** ★ ★ ★ ★ ★  
**Python** ★ ★ ★ ★ ★

### EXPERIENCE

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October 2016-Current

#### **BlueHost | Web Advisor**

Troubleshooting issues with email, DNS, WordPress, and various other programs. Assisted other team members with troubleshooting. Teamwork and multitasking.

February 2016-September 2016

#### **Frontier Secure | Call Center Agent**

Assisted customers with payments and policy explanation. Various customer service via telephone calls. Successful Conflict resolution. Reached NPS goals for customer satisfaction.

September 2015-December 2016

#### **Tophams Tiny Tots | Caregiver**

Assisted the execution of works. Team leader on many projects. Compassionate care-giving at all times in a variety of tasks.

### REFERENCES

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#### **Jeremy Seegmiller**

385 233 8833

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#### **Paige Peterson**

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#### **Tonya Judd**

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#### **Jon Faulring**

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