John Walters

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SUMMARY

- Ambitious **Full Stack Web Developer** with a passion for creating clean code and user-friendly applications. Proficient in leveraging creativity and analytical thinking to craft intuitive and engaging applications.
- Proficient in the **MERN Stack**; flexible, fast learner bringing curiosity and passion to every project.
- Recognized for keen attention to detail and ability to thrive in high-pressure environments, honed through 3+ years of experience as an **IT Operations Analyst** at a large financial institution.

EDUCATION

- **Full-Stack Coding/Web Development Boot Camp Certificate: University Of Toronto** – *Graduated March 2024*
    - *A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Firebase, Node.js, MySQL, MongoDB, Express, Handelbars.js, and ReactJS.*
- **Business Diploma: Fanshawe College** – *Graduated November 2023*
- **Licensed HLLQP Insurance Agent: Humber College** – *Graduated 2017*

RELEVANT EXPERIENCE

IT Operations Analyst 1 – Infrastructure and Technology Solutions   *Feb 2021 – Jan 2023*
Toronto Dominion Bank
London, ON

IT Operations Analyst – Infrastructure and Technology Solutions   *Oct 2019 – Feb 2021*
Kelly's Staffing Agency
London, ON

As a Technical Support Specialist for a major financial institution, I would diagnose technical issues and deliver effective solutions by employing problem determination skills and targeted questioning. Callers were appreciative of me going the extra mile and empowering them with practical solutions to help prevent or resolve future issues. Proficient in remote team collaboration, by prioritizing clear documentation to ensure seamless communication and knowledge sharing with others. I adhere to the principle of "If it's not documented, it didn't happen!"

Key Accomplishments:
- Graduated from a temporary staffing agency employee and was hired to a full-time recognized employee with TD Bank.
- Recognized as an expert and fully skilled agent, entrusted to train new agents for the role, contributing to team development and efficiency.
- Very high first call resolution stat (top 95%) going the extra mile to solve the root cause of the problem while educating users so they can solve the issue and not feel the need to call back.

Wireless Sales/Account Management   *Dec 2018 – Oct 2019*
Concentrix – 3ʳᵈ party contract with Rogers Telecommunications
London, ON

As a mobile sales specialist I would tailor products and services based on customer needs, ensuring thorough customer understanding and comfort with purchasing decisions. I was responsible for understanding extensive mobile phone plans and the services they offer, discussing payments and providing credit on bills when appropriate. I am enthusiastic about tech and would provide insight when customers were looking for information on new devices and their differences. Supported by relevant education in customer service and strong interpersonal and communication skills, I consistently delivered exceptional customer experiences.

<u>**Key Accomplishments:**</u>
- Consistently exceeded monthly sales targets and was acknowledged for performance with commissions.
- Advanced from a Business Customer Service position to a Business High-Value role, using in-depth knowledge of the telecommunications market and competitor offerings.

TECHNICAL SKILLS

Software Applications & Platforms:	Development Tools:	Networking & Hardware:
Microsoft OS (Windows)	HTML5, CSS3	Wi-Fi modems and routers
Office apps (Outlook, Excel, etc.)	Vanilla Javascript/ECMAScript & JQuery	Laptops and PCs troubleshooting and setup
Cisco tools & software (Finesse, Jabber) (softphones)	ReactJS	Speakers, microphones, cameras, keyboards, monitors, etc.
Active Roles	MySQL & MongoDB – SQL Workbench and Mongo Compass	Retail banking hardware – Cash Recyclers & Dispensers, pin-pads, etc.
ServiceNow	Sequelize & Mongoose ORMs	Printers, Card Printers, Thermal Printers
iOS, Android	Node.js	Traditional landline phones along with wi-fi phone support
Microsoft Azure	Express.js	Any other hardware essential to daily work activities in all sectors of a bank
Adobe Creative Cloud	Object-Oriented Programming (OOP)	Remote Access troubleshooting (VPN)
Browser troubleshooting & Single Sign-On (SSO) support	Handelbars.js	
RSA tokens and User provisioning	Bootstrap, Tailwind	
Microsoft OneDrive and Azure	RESTful API, (both third-party and server side)	
Password management for many (100+) programs	GraphQl and Apollo Sandbox	