

# Resume for Warren Jonas

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Portfolio: [https://warren-jonas-  
portfolio.netlify.app/](https://warren-jonas-portfolio.netlify.app/)

## OBJECTIVE

*Software Development graduate with internship experience as customer support agent at Internet Service provider, development experience In ReactJS, C# and ASP.NET. Experience with database design in Microsoft SQL Server, MySQL and MongoDB.*

## EDUCATION

### Nelson Mandela University

*National Diploma: Software Development, Graduated: April 2019*

- **Relevant Coursework:** Information Systems, Project Management, Technical & Internet Programming, Development Software – C#, Graphical User Interface
- **Honors & Awards:** Merit Award for Academic Excellence

*Bachelor of Technology: Software Development, Graduated: December, 2019*

- **Relevant Coursework:** Artificial Intelligence, Research Methodology, Information Security, Computer Security, Year Project: Research, Information & Technology Management

### Digital Marketing Institute

*Digital Communication and Media/Multimedia, June 2022*

- **Grade:** 76%
- **Relevant Coursework:** Content Marketing, Social Media Marketing, SEO, Website Optimization. Digital Marketing Strategy, Email Marketing, Analytics with Google Analytics

## RELEVANT EXPERIENCE

### Amobia Communication – Customer Support Agent (10/2019 – 04/2020)

- Basic Network troubleshooting
- Configuring of Routers
- Monitoring of Network Infrastructure
- Configuration of WAN Network

**REFERENCE:** *Ruchda Parnell – 073 910 9275 (Operations Manager)*

**Amazon Development Centre**

**Technical Support Associate (05/2020 – 04/2021)**

- Device troubleshooting
- Assisting customers with orders
- Escalating reoccurring issues

**Advanced Technician (04/2021 – 05/2022)**

- Offer support to level 2 associates.
- Advanced device troubleshooting
- Handling customer escalations

**REFERENCE:** Ryno-Deon Otto - +27 926 4462 (Manager)

**ADDITIONAL  
SKILLS**

- MySQL
- Development experience in C# ASP.NET
- Microsoft SQL Server
- ReactJS, NextJS
- Familiar with Git Version Control
- Familiar with Microsoft Entity Framework
- Familiar with database design in Microsoft SQL Server, MySQL and MongoDB.