

# Jonathan Smith

Talented software developer with a passion for problem solving. I'm people oriented and passionate about finding the best solution for any given situation.

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## EXPERIENCE

### Working Solutions, Plano, Tx — *Service Analyst*

Sep. 2019 - PRESENT

Monitor and resolve agent technical issues via a Salesforce Ticket system in a timely manner via email responses

Troubleshoot multiple remote based systems including Citrix, VMWare, BrightPattern, and more

Remote troubleshooting of Windows based Operating systems

### Apple, Southlake, Tx — *Genius/Genius Admin/Specialist*

Oct. 2015 - Sep. 2019

Certified technician working on troubleshooting and repairing Apple devices, including Macs, mobile devices, Apple TV's etc.

Responsible for managing repair technicians during peak repair times to ensure the team remains on schedule

Experience with both Mac and Windows environments for software support

Extensive hardware support for Mac, Macbook, iPhone, and more

## EDUCATION

Django for Everybody from the University of Michigan through Coursera

Full Stack Open course through the University of Helsinki(Finland)

The Web Developer Bootcamp 2021 By Colt Steele through Udemy

## Projects

[DRM](#) - Donor Relationship Manager is an app built for a non-profit organization to manage their potential and current donors built in Next.js

[Be A Better Bard](#) - A soundboard and spell management app for tabletop roleplaying games built with the PERN stack

[Yarn App](#) - A site built for my wife to manage her yarn inventory and crochet projects built with Django - [Live project](#)

## Links

[Github](#)

[LinkedIn](#)

## SKILLS

HTML

CSS

JavaScript

Node.js

React

Next.js

Git/GitHub

Python

Django

Postgresql

MongoDB