Jordan Arthur Viehmeyer

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Software engineering major looking to combine academic studies and work experience to start a career in Information Technology while helping an organization succeed

EDUCATION

KENNESAW STATE UNIVERSITY Marietta, GA **January 2022**

Bachelor of Science in Software Engineering
GPA: 3.05

RELEVANT COURSEWORK: Introduction to Software Engineering • Software Acquisition & Project Management • Programming Principles I & II • Software Architecture & Design • Database Systems • User Centered Design • Discrete Structures of Computing • Technical Communication • Software Requirements Engineering • Software Testing & QA (JUnit)

TECHNOLOGY SKILLS

Languages: Java • Visual Basic • SQL • and HTML
Concepts: Object-Oriented Design • Data Structures • Relational Database • JUnit Software Testing • Networking
Software: MS Office Suite • Jira • IntelliJ Idea • Oracle SQL Developer • Team Viewer • VMWare • Adobe Suite
Platforms: Windows • Linux / Linux Ubuntu • Android • iOS • Mac OSX
Certification: Microsoft Office Specialist: Word 2010 - Certification# 10039890 • Pursuing A+ Certification

WORK EXPERIENCE

PROMETHEAN WORLD Alpharetta, GA **04/20 - Present**

Technical Customer Support Representative
- Utilizes critical thinking and problem-solving skills to resolve customer queries in an efficient manner.
- Maintains and writes detailed case notes for each customer inquiry.
- Decides when to escalate issues to the tier two support team.
- Processes warranty replacements, work orders, and chargeable repairs for out of warranty cases.
- Provides exemplary customer support to teachers, IT staff, businesses, and network admins.
- Diagnoses software and hardware issues.
- Utilizes various systems to answer customer inquiries via online chat, inbound phone contacts, outbound phone contacts, and emails.
- Designed and implemented an interactive menu system for internal use using Marvel. This simplifies access to common troubleshooting areas.
- Wrote a batch file to automate certain operations within the contact center.
- Troubleshoots Windows, Mac OSX, Linux, and Android operating systems.

PHYSIOTHERAPY ASSOCIATES Marietta, GA **08/19 – 04/20**

Patient Service Specialist
- Input, update and review patient documentation with a focus on accuracy and completeness
  - Ensure all patient records are secured to maintain confidentiality and meet HIPPA requirements
  - Prepare patient intake packets, enter demographic data into charts, and schedule future therapy appointments
  - Handle billing procedures including insurance verification, collecting copayments, entering insurance information into EMR system and submitting billing charges to central office
  - Utilize tools such as: Availity, Emdeon, UHC Eligibility Link, BCBS Aim, Epic, Therapy Source, and Rehab Toolkit
  - Knowledge of ICD-10, CPT, and HCPCS coding
- Greet and welcome patients upon arrival to ensure a friendly environment
- Support fellow employees in carrying out their duties and with technology questions

FEDEX OFFICE   **Woodstock, GA**   **11/17 – 08/19**

Center Consultant / Production Coordinator
- Consulted and advised customers on matching their print requirements with the best FEDEX Office
  - Answered 100+ calls a day related to order status, billing issues, and offering product recommendations
  - Increased revenue by explaining the value of FedEx Office's higher-end print products and services
- Addressed, evaluated and resolved customer issues through problem solving, critical thinking, and customer service skills
- Opened closed the store in accordance with all security, efficiency and effectiveness procedures
- Prepared daily financial statements, bank deposits, and balancing tills
- Entered customer information to complete shipment transactions and print order transactions

KENNESAW STATE UNIVERSITY   **Marietta, GA**   **4/17 - 10/17**

Student Career Advocate, Department of Career Planning and Development
- Handled 150+ calls per day as the first point of contact for the Department of Career Planning and Development
  - Calls included Handshake troubleshooting, answering internship questions, screening calls that needed to be transferred, and presenting the students with current and upcoming events
- Reviewed, critiqued and approved student & alumni resumes using the career management system "Handshake"

PUBLIX SUPERMARKETS   **Canton, GA**   **3/14 - 4/17**

Front Service Clerk, Cashier, and Bakery Clerk
- Tracked on hand inventory using Chain Track
- Guaranteed positive customer experiences through problem solving and focus on customer services
- Opened and closed assigned area according to corporate procedures