Jonathon Novak

TECHNICAL SUPPORT ENGINEER

SUMMARY

A full-stack developer with multiple years of experience. Proficient in a variety of programming languages and tools, including Python, PHP, Java, and JavaScript. Experience with MySQL. Able to work independently and as part of a team to deliver high-quality software products.

PERSONAL DETAILS

Birth date
02/15/1992

Nationality
United States

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CONTACT

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🌐 joncnovak.com

in jonathon-novak

⧉ jnovak5

WORK EXPERIENCE

● Technical Support Engineer

RAVE MOBILE SAFETY   2022 - Present

Handled inbound customer inquiries and provided exemplary customer service. Resolved customer complaints in a prompt and professional manner. Escalated customer issues to supervisor when necessary. Maintained up-to-date knowledge of company products and services.

● Technical Support Specialist

GARFIELD PARK BEHAVIORAL HOSPITAL   2015 - 2019

Lead IT Department through multiple projects to start up new behavioral hospital such as a complete remediation of the LAN network. Worked alongside customers and co-workers to delivery on time support and meeting of tight deadlines.

● Technical Support Specialist

HARTGROVE BEHAVIORAL HOSPITAL   2015 - 2019

Provided support and services related to software, hardware, databases, web resources, networks and enterprise systems. Performed duties that included network management, software development and database administration.

● Aviation Resource Management Specialist

UNITED STATES AIR FORCE   2010 - 2014

Supported office staff of 3 and provided administrative assistance to 2 managers. Responsibilities included fielding telephone calls, scheduling appointments, and maintaining files. Composed routine correspondence and handled customer inquiries. Assisted with special projects as needed.
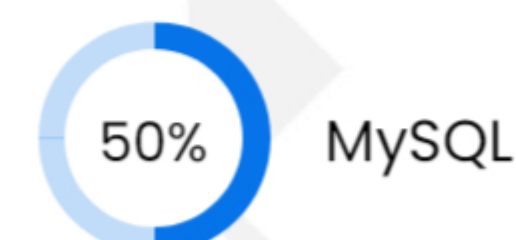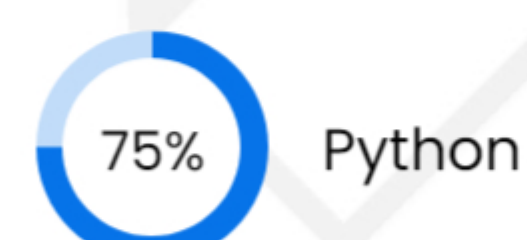
EDUCATION

● Bachelor of Science, Computer Science

NORTHEASTERN ILLINOIS UNIVERSITY   2015 - 2019

PROFESSIONAL SKILLS

- 75% Python
- 100% Java
- 100% HTML & CSS
- 75% Javascript
- 100% Networking
- 50% MySQL

PERSONAL SKILLS

- Creativity
- Organization
- Teamwork
- Communication