RICHARD JARDINE

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Summary

Dedicated professional with a robust background in customer success, service, and tech support. Proven track record of enhancing customer satisfaction through exceptional service and effective problem-solving strategies. Committed to leveraging versatile skills in a fast-paced environment while fostering ongoing improvement and team success.

Skills

- REACT
- Proficient in Python
- Agile Development Practices
- SQL Proficiency
- Technical support

- HTML, CSS, Javascript
- JIRA systems
- GitHub collaboration
- Positive and professional

Experience

Lot Attendant   Sep 2024 to Current
Ciocca Subaru of Philadelphia – Philadelphia, PA
- Greeted customers and provided assistance to ensure a smooth check-in process.
- Inspected vehicles for damage upon arrival and departure from the lot.
- Ensured that all vehicles were parked in designated areas according to size and type.
- Assisted with traffic control during peak hours by directing cars into available spaces or other lots as needed.

Software Development Intern   Oct 2022 to Apr 2023
Security Metrics – Orem, USA
- Developed unit and integration tests using Python to maintain software quality.
- Tested and debugged new code to ensure proper functioning of the program.
- Engaged in code refactoring to enhance performance and scalability.
- Utilized version control systems such as Git and GitHub for source code management tasks.

Information Technology Support Engineer   Nov 2021 to Jul 2022
Driven Technologies – Norcross, USA
- Managed over 20 client support requests daily, maintaining a 99% positive resolution rate.
- Provided remote support, troubleshooting, and issue resolution while guiding clients through the process.
- Consistently offered on-call, after-hours, and urgent services, resolving issues independently during rotational shifts.
- Administered user licenses, ensuring the efficient onboarding and offboarding of employees.

Technical Support Representative   Dec 2019 to Oct 2021
Emmersion – Lehi, USA
- Effectively managed over 100 inbound support inquiries weekly, addressing a wide range of issues.
- Maintained and contributed to Emmersion's support website, creating FAQs, support topics, and 'How To' articles
- Collaborated with software development teams on small projects, enhancing programming skills

Education

Bachelor of Science, **Software Development**   Jan 2022
Western Governors University – Salt Lake City, UT

Associate of Science, **General Education**   Jan 2019
Utah Valley University – Orem, UT