

James 'Collin' Jones

Technical Support, Web Development | Columbus, Ohio

Email: jamescollin.jones.jcj@gmail.com

Portfolio: <https://jcollinjones.netlify.app>

LinkedIn: <https://www.linkedin.com/in/j-collin-jones/>

GitHub: <https://github.com/JCollinJones25>

Summary

Technical Support Specialist working in marketing. Using Google Analytics to provide event reporting and analysis, using platforms such as Facebook and Google to create marketing campaigns, integrating data from third party vendors, and troubleshooting client accounts using tools such as SQL and REST API. Eager to learn more about web development using frontend technologies and CMS software.

Skills

Google Analytics | SQL | Online Marketing | Salesforce | HTML | CSS | Sass | Bootstrap | JavaScript | React

Relevant Experience

Technical Support Agent | AutoSweet | January 2023 - Present

- Importing data from third party vendors and exporting for marketing campaigns
- Access and execute changes to company database using Microsoft SQL Server
- Use Google Analytics to report website traffic and analyze events to target audiences
- Troubleshoot errors in client accounts using SQL, Command Line Interface, and REST API
- Use Facebook Ads and Google Ads to configure marketing campaigns
- Use Salesforce to manage case work

Software Engineering Teaching Assistant | General Assembly | August 2022 - Present

- 100+ students taught with a 95% graduation rate
- Taught full stack development technologies such as HTML, CSS, JavaScript, React, Express.js, Node.js, Python, Django, SQL and non-relational databases like MongoDB
- Hosted office hours for a software engineering course for the purpose of providing troubleshooting support

Portfolio Website - <https://jcollinjones.netlify.app/>

**Projects are not live anymore due to the cost of hosting. Please see source code and screenshots on [GitHub](#)

Professional Experience

Skills: Communications, Procedures, Public Safety, Law, Problem Solving, Deescalation

Police Officer | Fayette County Public Schools | March 2021 - January 2022

- Conducted criminal investigations from start to finish which includes evidence collection, interviews, and disposition
- Provided witness testimony in court hearings and school board disciplinary hearings
- Worked towards an improvement in school safety and security by identifying and addressing concerns

Police Officer | Lexington Police Department | January 2020 - March 2021

- E. C. Hale Scholastic Award from the Lexington Police Academy received in September of 2020 for ranking top of the class out of 25 police recruits
- Commander's Letter of Commendation received in December of 2020 for involvement in an investigation leading to a high profile arrest

Formal Education

General Assembly Software Engineering | Remote | March 2022 - June 2022

University of Kentucky | Lexington, KY | August 2016 - December 2019

- Bachelor's of Arts in Political Science | Minor in Criminology