

Jennifer N. Davis

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PROFESSIONAL SUMMARY

IT Professional with 15 years of proven experience in operations support, technical support, superior customer service, and sales. Solid track record in agile project management with familiarity with a broad range of programming languages and interactive user interfaces. Possess knowledge of the entire web development process, command line, and shell scripting. Career supported by the pursuit of a Google UX Design Certificate.

- Troubleshooting
- Project Management
- API Development
- Data Analysis
- Web and App Development
- UI/UX Fundamentals
- Generative AI
- HTTP/HTTPS Protocols
- Microsoft Operating Systems

TECHNICAL SKILLS

Programming Languages: HTML, CSS, JavaScript, Python

Project Management tools: Asana, Jira

Cloud Computing: Amazon Web Services, GitHub, Copilot, ChatGPT

Software: Workday, ServiceNow, Kronos, UKG, Power Bi, Aspect, CMS, Cisco, React, MySQL, Node, Express, MongoDB

Operating Systems: Linux, Windows 10, Mac OSX, Android/iOS, Windows Server 2008 & 2012

Hardware: iMac, MacBook pro, MacBook air, iPhone, iPad, Android/Samsung phones and tablets, Windows laptops, Windows Desktops, Windows servers, desktop printers, laser jet and inkjet printers, 3D printing

TECHNICAL PROJECTS

Weather App | Ongoing

- Created a weather app to look up cities and determine the weather.

SMJ Audio Player | Ongoing

- Created a functional audio player.

PROFESSIONAL EXPERIENCE

Asurion | Nashville, TN Remote

2015 – 2024

Tech Analyst, 2021 - Present

- Led sprint planning and project execution using agile methodologies, resulting in a 40% improvement in project delivery timelines and increased team efficiency. Scrum Certified.
- Collaborated with internal teams to analyze problems and implement effective solutions within ServiceNow, Workday, and current systems, achieving a 20% reduction in operational bottlenecks and improving overall business performance.
- Evaluated applications and vendors, gathered requirements, and wrote user stories to support project development, contributing to a 25% increase in project success rates and user satisfaction.
- Managed multiple projects simultaneously, maintaining a customer-first approach and ensuring compliance with company policies, which led to a 30% increase in customer satisfaction and a 10% improvement in project completion rates.

Kronos Administrator, 2020 – 2021

- Managed payroll and workforce management, resolving discrepancies and ensuring timely payment for thousands of employees.

- Handled backdated pay, holiday pay, and missed punches, along with approving and correcting timecards.
- Facilitated the development of employee Experience Initiatives and trained leadership on new curriculum.

Technical Trainer, 2019 – 2020

- Conducted virtual and classroom training sessions, ensuring employees excelled in new tech coach role; helped 80% excel in all metrics.
- Facilitated training programs that taught troubleshooting for all devices, computers, and technical devices.

Corporate Receptionist | Technical Solutions Coordinator, 2017 – 2019

- Managed corporate phone lines for Managers, Directors, and VP's
- Deescalated calls managed and booked corporate meetings with vendors and clients from all countries.

Tech Coach (PSS Support), 2015 – 2017

- Provided technical support via chat and phone, troubleshooting device-related issues for customers.
- Safeguarded customer and client information while resolving inquiries and concerns promptly and professionally while exceeding all metrics.

VOLUNTEER EXPERIENCE

- Women in Technology of Tennessee
 - **Mentor for WITT**
- Nashville Technology Council
- Blacks in Technology
- GMA- Planned and executed events with guest counts ranging from 300 to 8000, demonstrating strong project management skills.
- Asurion-ERGS
 - **Best- Mentor for Fisk University**
 - **Mosaic**
 - **Veterans**
 - **Pride**
 - **Young Professional**

CERTIFICATIONS AND TRAINING

Path2TECH Full Stack Development | NPower | In Pursuit

Certifications

Pursuing: Google UX Design Certificate

Relevant Coursework

Organizational Leadership | Lipscomb University
YM<NG | LinkedIn Learning