

JERMAIN JACKMAN

• jermainaime.com •

ABOUT ME

Insightful and detail-oriented **Frontend Developer** with experience in complex business systems and **client support** in fast paced user centric environments. Leverages innovative approach alongside leadership and rapport to expedite resolution processes.

EDUCATION

2014 - 2021 • **University of Waterloo**
Honors Bsc Mathematics

CORE SKILLS

Team Development CSS Requirement Analysis
React Process Documentation Pre-Sales Experience
Agile Environment Javascript and Python HTML

EXPERIENCE

2022 **Freelance**

Frontend Software Engineer

- **Engineered scalable, responsive, multiplatform and SEO friendly websites** for multiple clients using HTML, CSS3, JavaScript, ES6 and React best practices.
- Connected to backend **API's** through **HTTP requests**.
- Communicated business requirements and delivered high quality solutions.

2021 **Canada Ministry of Economics Development, Job Creation and Trade**

Program Review Officer

- Aggregated and **analyzed data from 50,000 + businesses** for covid relief grants.
- Averted the processing of over **2 million dollars of fraudulent payments** through data mining.

2019 **University of Waterloo**

Administrative Math Coordinator & Front Desk Assistant

- **Supported software and administrative needs for 10,000+ users** on the University of Waterloo campus by providing onsite and remote assistance in onboarding, training, **user support and configurations**. Liaison between professors and secretary.
- Monitored the incident ticket tracking system to **diagnose user requests** for technical assistance and prioritized work accordingly. Provided in-person floor support, as well as **remote guidance** via phone, leveraging **strong customer service** skills to resolve software, system issues, and **meet client needs**.

2017 **Hewlett Packard Enterprise**

Pre-Sales Solution Architect

- **Trained clients** in use of new Hewlett Packard Enterprise products and services. Provided **live support coverage** and **coached clients** on best practices.
- **Increased sales-team efficiency by 30%** through **building and implementing an API** that **saved 10 seconds per query**. The API helped review data for discrepancies, updated client's inventory management tool and ensured parity across client platforms. Created using **Python, HTML and Javascript**.

2015 **Sagicor Life Incorporated**

Actuarial Intern

- **Updated Life Insurance Policies** for hundreds of policy holders throughout the Caribbean.
- Participated in **product training** with qualified actuaries.

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