

# John Hewitt

React / Node Web Developer

Moving from support to dev role. Open to other roles, such as QA, or application development outside of web dev.

Web Portfolio: <https://john-portfolio-ec8953.netlify.app/>

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**Github Username:**

jnhh198

## EXPERIENCE

### **Trimble, Remote — *Technical Support Representative***

2022 - Present

- Exceptional communication skill needed to walk users through application troubleshooting over the phone, through chat, or e-mail without remote access.
- Android and in-house applications supported
- Supported several major US and Canadian carriers
- Salesforce Lightning CRM
- Recommended improvements to training for beta application

### **Randstad, Waukegan IL — *Help Desk Analyst***

2017 - 2019

- Assisted users in a fast-paced environment. 40+ calls a day were typical.
- Supported windows, mainframe and mobile apps
- Level 1 tech supporting entry level employees to VP.
- ServiceNow ticketing software

### **US Foods, Rosemont, IL — *Web Development Intern***

Summer 2015

- Front-end web development using Oracle ADF
- JIRA Project Management
- Investigated VDI viability to implement a better onboarding experience for developers with direction from senior management

## SKILLS

Javascript, React, Node,  
PostgreSQL, Java, Python

## EDUCATION

### **Northeastern IL University**

*Bachelor of Science,  
Computer Science*

2012-2016

Studied computer science  
using Java technology as well  
as advanced mathematics  
electives

Participated in research for  
Topic Modeling with Dr  
Francisco Iacobelli

Vice President of Computer  
Science Club