

Jonathon Higham

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Professional Summary

- Aspiring IT Specialist with a track record of providing exceptional support to employers and clients alike throughout multiple industries and careers.
- I grasp technical concepts and I am committed to continuous learning to stay abreast of the ever-evolving IT landscape.
- With demonstrated leadership/management skills cultivated in the banking industry, I excel in team environments, maximizing performance to meet organizational goals.
- Having navigated the US visa process successfully, I am dedicated to leveraging my expertise to deliver client support as I transition into the role of an IT Specialist.

Work Experience

JssHigham Web Solutions

Software Engineer • Remote, US • 01/2023 - Present

- Working with businesses to create web applications that meet the design specifications and functionality required to help propel their businesses forward.
- React apps are built using JavaScript/TypeScript across multiple pages. Custom designs are created in CSS or TailwindCSS to meet the client's specifications.
- Apps are designed to work across multiple devices with adjusting CSS to cater to Web, mobile and tablet formats.

Wells Fargo

Personal Banker • Houston, TX • 01/2024 - Present

- Working with clients to understand their needs and goals to find appropriate solutions resulting in a 34% increase in financial review conversations compared to the same quarter last year
- Troubleshooting mobile and online issues to find out the cause and provide clear and concise guidance to get customer back online

Teller • Houston, TX • 01/2023 - 01/2024

- Analyze customer needs and complete transactions efficiently and accurately
- Present relevant mobile options and the ways technology could help customers daily

Assistant Branch Manager • Gainesville, FL • 01/2021 - 12/2022

- Assumed operational leadership at Wells Fargo's University of Florida branch, including acting as Branch Manager during absences, fostering a high-performing team of 7 employees, and enhancing the university partnership.
- Led risk management and branch operations, resulting in 3 successful branch audits with the lowest number of corrections in our district.
- Produced remarkable customer service success, consistently ranking our branch in the top 20% of the company for six consecutive quarters. Mentored and empowered a diverse team to achieve business goals.

Personal Banker • Gainesville, FL • 09/2019 - 12/2020

- Fostering financial success for individuals and small businesses by using tailored questions resulting in over \$500,000 of new money for our branch.
- Supported risk and compliance leadership through cross-training initiatives, enhancing branch team effectiveness, reducing the time to process after hours transactions by 30%.

Orlando O Spencer I, Inc

Full Stack Web Developer Intern • Remote, US • 10/2023 - 01/2024

- Using Node.js, developed a new Express.js app to route files for retention on either a local server or to Amazon Web Services server. Giving greater flexibility to flight schools using our service.
- Integrated the new Express App into the current Front-End keeping the same user-experience but with updated functionality.
- Design, build, and maintain clean code in the MEAN stack (MongoDB, Express.JS, Angular, Node.JS). Ensure the best possible performance, quality, whilst identifying bottlenecks and bugs. Devise solutions to address and mitigate these problems.

Best Buy

Apple Master • Edwardsville, IL • 11/2017 - 05/19, **Sprint Expert** 07/2017 - 11/2017

- After becoming the number 1 ranked Sprint Expert in the market within 3 months, management promoted me to Apple Master to have a broader store impact.
- As Apple Master, led training and development of 18 sales associates, with an emphasis on self-driven learning to stay updated on technology trends.
- Achieved a top-10 sales ranking during the 2018 Holiday Season, noteworthy given our store's smaller size compared to larger metropolitan counterparts.

The Wimbledon Championships

Data Entry • London, UK • 01/2014 - 07/2016

- Evaluated over 100 matches in real-time and inputted technical statistics, enhancing the experience for the 81 million global viewers with statistics used by broadcasters such as BBC and ESPN.
- Maintained a record of zero errors through precision and teamwork during random audits over a three-year tenure.

Education

South Dakota State University

GPA: 3.14

Bachelor of Science in Business Economics, Class of 2017

Major GPA: 3.26

Division 1 Men's Tennis, Scholarship Athlete

Aug 13' - May 17'

Certifications

Google • Google IT Support Professional Certificate - May 2024

Mimo • Web Development including Programming - August 2023

freeCodeCamp - Front-End Development Libraries - May 2023 • JavaScript Algorithms & Data Structures - April 2023 • Responsive Web Design • January 2023

Skills and Interests

Highlighted Technologies: JavaScript, React, Next.js, TypeScript, HTML, CSS, TailwindCSS, Angular, MongoDB, Express, Node.js, RESTful APIs, Postman, Git, VSCode, Prisma, TRPC

Skills: Coding, Web development, Debugging, Project management, Version control, Front-end development, Back-end development, API development, Leadership, Teamwork, Problem Solving, Creative Thinking, Communication, Innovation, Relationship Building, Personal Development, Fast-Paced Decision Making, Analysis, Adaptability

Interests: Tennis, Star Wars, Cats, Travel, Soccer, Hiking, Cooking