

# JOSEPH EDWARD JANICK

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## SUMMARY STATEMENT

Versatile computer specialist with nine years of experience in IT, including as a Front-End Web Designer and Back-End Web Developer. Experience in building responsive layouts for corporate and personal websites. Adept at either working independently or in teams and attentive to detail.

## COMPUTER SKILLS

Languages: HTML5, CSS3, JavaScript, jQuery, PHP, Visual Basic, ASP, VBScript, XML, COBOL/COBOL II, MVS JCL

Databases: MySQL, SQL Server 2002-8, stored procedures, DB2

Hardware: IBM 370-390 Architecture, IBM 3090 mainframe, IBM compatible PC's, Apple Macs

Software: .NET Framework 2.0-4.5, GIMP 2, Sublime 3, Dreamweaver 4, Flash 5, Photoshop 6, Visual Studio 2010-5, Word Press, MVS/ESA, TSO/PDF, CICS, VSAM, IBM utilities and support programs (ESP, SAR, SDSF, ENCORE, PSI, etc.), MS Office Suite (Word, Access, Excel, PowerPoint), Lotus Smart Suite (1-2-3 Release, Freelance Graphics)

## ACCOMPLISHMENTS

- demonstrated customer satisfaction via receiving one kudos every 6 weeks from Cable One customers and attained three letters of praise from Cable One supervisors for jobs well done
- was awarded letter of recommendation from agency director for editing HTML paragraphs for letters sent through email and maintaining the small business section of the agency wide database for the AZ Department of Commerce
- created & tested ASP.NET pages with VB server-side code and JavaScript to add records to SQL-driven databases
- wrote, tested & debugged new mainframe programs and modified existing software based on given client specifications

## WORK HISTORY

**Sept 2019 – Feb 2020**      *Case Manager, Ascent*

**PORTLAND, OR**

Worked cases for major medical drug manufacturer involving patients who might have difficulty affording medicine to treat debilitating eye conditions, reviewed documents sent in by healthcare practitioners and communicated with them by fax & phone to resolve discrepancies, ensured all steps were followed to complete benefit investigations, coordinated with reimbursement specialists to confirm all information was entered properly, and contacted customers to relay benefits & provide them access to resources for further financial assistance with their medication costs

**Feb – Sept 2019**      *Freelancer*

**PORTLAND & TIGARD, OR**

Filled online grocery orders for shoppers at major national grocery chain, mapped groceries on shelves to ensure they would be found easier by Dotcom shoppers, assisted in-store shoppers with finding certain items; handled packages going overseas for local shipping company (includes inputting data on the sender's information, dimensioning the package's weight and length, inspecting the insides of the package to ensure no dangerous goods are being sent and determining whether the contents need to be repacked further to cut down shipping prices for the customers), used pallet jack to move around gaylords that had just been filled by mail carriers; created DVD displays for local shipping company, packaged items for individual orders, replaced price stickers for returned product en masse from major grocery chains and sorted them for easier restocking; assisted customers worldwide with a variety of issues concerning Apple-related products, consult with other departments and Apple Retail Stores to resolve repair and administrative problems

**July 2016 – July 2017**      *Email Technician, Teletech*

**PHOENIX, AZ**

Answered emails from customers of major automobile manufacturer; consulted with Subject Matter Experts about existing cases; escalated cases to Dealer Liaison, Legal, Fulfillment and Rewards teams depending on severity of customer concerns; contacted Independent Repair Facilities for reimbursement research purposes over the phone

**June - July 2016**      *Web Development Intern, OneClickMed*

**PHOENIX, AZ**

Helped in planning and making edits for startup company's umbrella of web sites (<http://www.oneclickmed.com/> and <https://sio2nanotech.com/site/>)

**Feb 2015- Mar 2016**      *Freelancer*      **PHOENIX, AZ**  
Helped setup VoIP infrastructure for bank branches; wrote copy, did quality assurance and answered submitted questions for crowdsourcing companies; did data entry for two major shipping companies and a major government agency; assembled documents for immigration cases

**May 2013 – Jan 2015**      *Fraud Prevention Analyst, Macy's & Bloomingdale's*      **TEMPE, AZ**  
Answered inbound calls assisting customers with possible fraudulent activity on their accounts, balance inquiry questions for electronic gift cards, helping them deal with a compromised gift card situation, verifying when they will receive merchandise-only certificates and verifying their internet order information, reported gift cards lost or stolen, screened internet orders for fraudulent activity, called financial institutions to verify customer-supplied billing information on internet orders, processed Macy's and Bloomingdale's accounts sent to fraud department due to changes to an account such as: address change & card request, failed activation, requesting an upgrade, suspicious activity and possible fraud file matches

**Feb 2012 – Mar 2013**      *Senior Home Based Advisor, Kelly Services*      **PHOENIX, AZ**  
Took calls from Tier 1 representatives and provided guidance for how to handle difficult issues, assisted customers worldwide with a variety of issues concerning Apple-related products, consulted with other departments and Apple Retail Stores to resolve repair and administrative problems, used chat rooms to provide troubleshooting tips to newer advisors, encouraged customers to purchase the AppleCare Protection Plan

**July 2008 – Oct 2011**      *Solutions Specialist, Cable One*      **PHOENIX, AZ**  
Assisted nationwide customers with technical issues and general computer questions regarding their Internet connection over the phone, escalated issues to General Managers of local offices, created & updated several team websites, assisted in updating database for third-party contact list, ran team meetings in place of supervisors due to their absence, acted as peer mentor for newer agents

**Spring 2008**      *Student Worker IV, Arizona State University*      **PHOENIX, AZ**  
Assisted students, faculty, and staff at the University's Downtown Campus with any problems related to their personal computers

## **EDUCATION**

Master of Public Administration, ARIZONA STATE UNIVERSITY (DOWNTOWN) - PHOENIX, AZ [3.48 GPA] 2008  
Bachelor of Science, Political Science, ARIZONA STATE UNIVERSITY - TEMPE, AZ [3.22 GPA] 1992

## **LICENSES & CERTIFICATES**

Web Developer Certificate, MARICOPA CORPORATE COLLEGE – 2016  
Web Design Certificate, INFORMATION TECHNOLOGY INSTITUTE – NAPERVILLE, IL [4.0 GPA] 2001  
Programming 2000 Certificate, THE CHUBB INSTITUTE - HERNDON, VA 1998  
General Practice Certificate, DENVER PARALEGAL INSTITUTE - DENVER, CO 1994

## **VOLUNTEER WORK**

**Jan 2016-current**      *Webpage Editor, Wikipedia*  
Make additions and corrections to pages within the Wikipedia database

**March 2016**      *Volunteer Web Designer, AZ Give Camp VII*      **PHOENIX, AZ**  
Assisted in planning redesign of Community Cause's webpage

**April – Oct 2015**      *Volunteer Feeder, Foundation for Homeless Cats*      **PHOENIX, AZ**  
Delivered food and water to feeding stations at cat colonies as part of Trap, Neuter and Return program

**May 2007 – May 2009**      *Vice President of Technology, Students of Public Affairs Network*      **PHOENIX, AZ**  
Maintained and operated the SPAN website; oversaw technology needs for SPAN events including: securing technical equipment through SPA or ASU, set up of equipment at SPAN functions, and developing computer presentations as needed; identify current and future technology needs of SPAN to enhance communication within the organization (i.e. internal listserv, discussion boards, etc.); assisted as needed for organizing other events to benefit SPAN and the community at large (i.e., Professional Day, Make A Difference Day)