

Frank Jamison

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Summary

A highly organized and detail oriented Software Programmer and Web Developer with 4 years of experience object-oriented programming and 4 years of experience in developing websites in both academic and professional settings with training in data structures, control structures, and algorithm design utilizing C++, Java, JavaScript, PHP, HTML, and CSS.

Education

MASTER OF SCIENCE IN INFORMATION TECHNOLOGY WITH CONCENTRATION IN WEB DESIGN

Southern New Hampshire University, Manchester, NH

IN-PROGRESS

GPA: 4.0/4.0

- Related Coursework: Advanced Information Technology, Technical Communication, Object Oriented Application Development, Operating Systems, Experiential Learning: Designing the Internet of Things

CERTIFICATE IN WEBSITE DEVELOPMENT

University of California Davis, Davis, CA

IN-PROGRESS

GPA: 3.766/4.0

- Related Coursework: Creating Functional Websites, Web Programming with JavaScript, Server-Side Scripting with PHP

BACHELOR OF SCIENCE IN COMPUTER SCIENCE

National University, La Jolla, CA

SEPTEMBER 2015

GPA: 3.764/4.0

- Related Coursework: C++ Programming Level 1, C++ Programming: Objects, HTML Programming Level 1, Programming for IT Environment, Systems Quality Assurance, Programming in JAVA, Object Oriented Design, Discrete Structures and Logic, Data Structures and Algorithms, Algorithm Design, Programming Languages

Certifications

LYNDA.COM

- Front-End Web Developer, SEO Expert

Additional Skills

LANGUAGES

- C++, CSS, HTML, Java, JavaScript, PHP

TOOLS

- Adobe Dreamweaver, Adobe Fireworks, Adobe Photoshop, Brackets, Eclipse, Microsoft Visio, Microsoft Visual Studio, Visual Paradigm

Experience

CLIENT SUPPORT ASSOCIATE, LEVEL 2

BROADRIDGE ADVISOR SOLUTIONS [SAN DIEGO, CA]

07-2016 TO PRESENT

I assist financial advisors across the nation from companies such as Wells Fargo Advisors, Waddell & Reed, and New York Life to create, update, and maintain their online web presence and other digital marketing services.

- Assisted an average of 395 phone customers and 260 email customers with their FINRA approved websites and other digital marketing services on a monthly basis during the 2016-2017 performance year.
- Satisfactorily completed 11 long-term, time sensitive projects during the 2016-2017 performance year, accounting for 64.7% of all such projects in the department.
- Maintained the highest number of closed email support tickets and positive customer satisfaction survey responses in the department for the 2016-2017 performance year.

OFFICE MANAGER 02-2016 TO 04-2016
SIERRA PLUMBING & ELECTRIC [RIVERSIDE, CA]

- Utilized QuickBooks to keep accurate records on accounts payable and accounts receivable and produced weekly reports for the leadership team to help decision making processes and budgeting.
- Maintained job and accounting folders to accurately reflect the status of open contracts such as percent complete, percent billed, insurance status, and change orders.
- Collaborated with Paychex regarding new hire paperwork, termination packets, and wage garnishments to keep employee records up to date and in compliance with government standards.

PROPERTY MANAGER 05-2002 TO 08-2012
GILBERT APARTMENTS [HEMET, CA]

- Created Microsoft Access database to store tenant information, track payment status, and generate rental contract agreements, thus improving productivity and implementing standardization of processes.
- Completed background and reference checks to determine suitability of tenant applicants and limit financial loss and property damage due to inappropriate behavior or inability to pay rent.
- Collected monthly rent from tenants, maintained detailed payment records, and made deposits of funds collected to company bank account on a weekly basis, as needed.

Military Experience

ELECTRONIC WARFARE SYSTEMS HELPER 02-1992 TO 02-1995
California Air National Guard / United States Air Force Reserve *Honorable Discharge*

- Awards: National Defense Service Medal, Air Force Longevity Service Award

MULTICHANNEL COMMUNICATION SYSTEMS OPERATOR 05-1986 TO 02-1992
United States Army / California National Guard *Honorable Discharge*

- Awards: Army Service Ribbon, Overseas Service Ribbon, Good Conduct Medal, Iron Forge I Certificate of Achievement, Exceptional Family Member Services Commendation for Service

Volunteer Work

MARCH FOR SCIENCE, SAN DIEGO 04-14-2018
SURVEY TAKER AND CHANT LEADER

- Surveyed individuals attending the event and lead the march with inspiring science related chants to motivate the crowd.

RONALD McDONALD HOUSE CHARITY 06-20-2017
RED SHOE DAY DONATION COLLECTOR

- Assisted in the collection of over \$212,000 to provide a home away from home for families of seriously ill and injured children.

RONALD McDONALD HOUSE CHARITY 03-15-2017
CAFETERIA VOLUNTEER

- Prepared and served lunch to over 170 individuals residing in or visiting the house while their critically ill children were being treated in nearby hospitals.

CORPORATE PROJECT MANAGER 09-2004 TO 02-2006
NEW WINE MINISTRIES INTERNATIONAL

- Built and maintained ministry websites for 7 locations internationally to disseminate pertinent information to the congregations utilizing Adobe Dreamweaver and Adobe Fireworks products.
- Created all ministry fliers, brochures, presentations, and annual event programs required by the ministry utilizing Microsoft Office Professional, Adobe PageMaker, and Adobe Acrobat products.
- Maintained all Hemet congregation computers and peripherals in working order, as well as recommended and installed all hardware and software upgrades.