

# Jeremy Hill

Claremore, OK 74017

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(918) 770-2153

## Work Experience

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### **Customer Support Specialist**

TeamSupport - Dallas, TX

January 2022 to Present

Interact with customers via telephone, email, online chat, or in person to provide support and information on the live chat product and/or service.

Troubleshoot customer code (JavaScript/HTML) to find discrepancies and help resolve the issue using knowledge of the APIs used.

Create custom JavaScript code/applications for customers to meet their specific needs.

Troubleshoot GA4/GTM as well as other APIs.

Test against issues in a sandbox environment to attempt to replicate the issue at hand.

Create 'Bug Repros' and escalate tickets when issues are determined to be bugs in the code or structuring of the software.

Take ownership of tasks that are out of the scope of the job to help other departments and build relationships. Examples: taking online software documentation and creating internal Knowledge Base articles. Volunteering to assist customers with ensuring that their web page domain certificates are updated in AWS Certificate Manager and properly added to the Load Balancer. Assist the

Onboarding team with onboarding new customers.

Maintains customer accounts and records of customer interactions with details of inquiries, complaints, or comments.

Performs other related duties as assigned.

### **Detail Draftsman / CNC Programmer**

Kelvion Thermal Solutions - Catoosa, OK

May 2018 to May 2021

Following specifications and calculations to create various technical drawings.

Preparing both rough sketches and detailed work with AutoCAD Mechanical 2018 and Autodesk Inventor 2018.

Performing calculations for materials and weight limitations.

Communicating with Designers and Weld Engineers, and incorporating knowledge gained into drawings.

Created Custom Calculators using Excel (Formulas, Macros, etc.), JavaScript, and C# to help speed up repetitive calculations including complex calculations. This also created more job accuracy as it reduced human error.

Preparing, reviewing, and drafting alongside the engineering team.

Ensuring final designs are compliant with building regulations.

Identifying and communicating potential design problems to the rest of the team

Leadman - Kelvion

March 2014 to May 2018

Maintained a safe and compliant atmosphere for all the employees.  
Created spreadsheets to organize data to help keep the department efficient.  
Created automated programs using JavaScript and Excel that would automatically populate all dimensions and cut lengths needed for each job. These programs would also output the material usage and cost for each job.  
Coordinating with other departments to ensure that equipment and materials are available for use by other departments as needed.  
Scheduling production runs or shifts to ensure that operations run smoothly and efficiently.  
Reviewing quality control reports for accuracy and addressing any problems that arise with suppliers.  
Monitoring inventory levels to ensure that adequate supplies are available for production processes.

## Education

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### **Completed (certificate) in MERN Full Stack Web Development**

Nucamp - Tulsa, OK

August 2021 to January 2022

### **Associates in Computer Science**

Rogers State University - Claremore, OK

August 2009 to May 2015

## Skills

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- API's
- Python Bootstrap GA4 GTM
- Blender English Some Spanish
- JavaScript
- Excel
- HTML
- GitHub
- Inventor
- Postman
- CSS
- AutoCAD
- Unity
- Java

## Links

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<https://1stpositionapparel.netlify.app>

<https://code-snips.netlify.app>

<https://github.com/okcowboy80>

<https://jlhportfolio.netlify.app>