
Jordan Lane

Salt Lake City, Utah

📞 (801) 449-1166 | ✉️ vonjordanfox@gmail.com

Professional Summary

Versatile and dependable professional with over 15 years of diverse experience across technology, healthcare, customer service, and creative industries. Skilled in problem-solving, communication, and adapting to new environments. Proven ability to learn quickly, work independently or in teams, and deliver results under pressure. Committed to bringing value, efficiency, and professionalism to any workplace.

Education

Evanston High School – General Studies, H.S. Diploma (2003)

Western Wyoming Community College – Certified Nurse's Assistant (C.N.A.)

Professional Experience

Tykco – Web Developer (*Jan 2016 – Current*)

- Develop and maintain personal and small business websites, including design, coding, and troubleshooting.
- Provide technical guidance and creative solutions to meet client needs.

Wyoming State Hospital – C.N.A. | Mental Health Tech (*Mar 2014 – Dec 2015*)

- Delivered patient care and assisted in rehabilitation programs.
- Worked with multidisciplinary teams to support patient safety and well-being.

Big Fish Games – Help Desk (*Sep 2013 – Mar 2014*)

- Provided customer support for a high-volume gaming company.
- Assisted with account, billing, and technical inquiries.

Convergys – Technical Support (*Feb 2013 – Dec 2013*)

- Handled incoming tech support calls for DirecTV customers.
- Resolved technical issues and documented troubleshooting steps.

Freelance – Web Developer (*Apr 2010 – Feb 2013*)

- Designed and developed websites for various businesses nationwide.
- Offered IT consulting and creative branding services.

Evanston Regional Hospital – Information Systems Technician | Interim Director of I.T. (*Apr 2008 – Dec 2010*)

- Managed daily IT operations, backups, and equipment troubleshooting for hospital and remote clinics.
- Served as interim Director of I.T., overseeing department activities and strategy.

Teleperformance USA – Customer Support | Tech Support (*Jul 2007 – Apr 2008*)

- Provided inbound customer service and technical assistance for internet and telecom clients.

Skills

- **Customer Service & Communication** – Building rapport, resolving conflicts, and ensuring satisfaction.
- **Technical Proficiency** – PC hardware, printers, mobile devices, Windows, Linux, macOS.
- **Networking & IT Basics** – TCP/IP, WAN, LAN, DNS.
- **Programming & Web** – HTML, CSS, JavaScript, PHP, MySQL.
- **Creative Tools** – Photoshop, Adobe Creative Suite.
- **Adaptability** – Thrive in fast-paced, changing environments.