

Jonathon Davis White

Customer Support Engineer and Graduate Student



Summary

I am pursuing a graduate degree in Applied Computer Science and developing skills in Java and frameworks to become a software engineer. Currently mastering web development scripting languages such as JavaScript and its library JQuery as well as HTML and CSS. Looking to make a lateral move into full stack web development upon completion of Savvy Coders.

Core Experience

Ultimate Kronos Group: 08/2020 – Present

Customer Support Engineer

SQL Certified: Use SQL programming language to manually change human capital management environment for employees; i.e., changing tax codes, pay rates, etc.

Work as a first point of contact in support of Prime Customers

Provide excellent customer service with a proactive approach for customer satisfaction

Actively participate in the resolution of day to day issues that arise, including problems with customers benefits platform, third party EDI's, internal teams and systems.

Develop strong relationships with peers and our internal and external partners

Planet Fitness: 09/2019 – 08/2020

Personal Trainer/Fitness Coordinator

Helping clients reach goals in safe, structured environment

NCSF and NASM certified

Tracking client traffic flow for better appeal to new clients

Scheduling and DataTrack Processing.

AT&T Inc: 04/2019 – 09/2019

Retail Sales Consultant

Expert/Salesperson – All products and services AT&T

Financial Planning – Both individual and business

Technical Expert – IT Troubleshooting/Consulting

BJC Healthcare: 09/2018 – 04/2019

Emergency Medical Technician

Responsible for emergency medical care in the pre-hospital and hospital environment.

Works under on-line and off-line medical control providing basic life support. Collect

blood samples performs phlebotomy work including blood cultures. Collects UA and

UDS tests for processing. Provides orthopedic care and support as necessary, including

orthopedic glass casting and splinting. Provides direct patient care under the

supervision of the RN in the Emergency Department or Paramedic.



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Education

University of Missouri – Columbia, Missouri

Bachelor of Science in Health Informatics

Core GPA – 3.611, Cum Laude

Southeast Missouri State University – Cape Girardeau, Missouri

Master of Science in Applied Computer Science –
Candidate

Philanthropy

Children's Miracle Network: 03/2015 – 05/2018

Director of Monetary Funds

As Director of Monetary Funds, I am responsible for marketing MizzouThon to businesses in Columbia and the surrounding Missouri areas. I promote the MizzouThon



cause and educate these businesses what their charitable donations go towards. In turn, I also collect these donations and allocate them accordingly while charting the amount for future data usage as well as recording the total amount raised for the University of Missouri's Women and Children's Hospital for the year.

MEDLIFE: 12/2017 - 01/2018

Clinical Volunteer

The mission and vision of MEDLIFE is to provide poverty-stricken areas of Latin America and Africa with basic access to healthcare, clean food and water, and credit. As a clinical volunteer, I assisted physicians, nurses, and dentists with bringing basic medical care to the impoverished communities themselves. My responsibilities included but were not limited to education, pharmacy, triage, and dental assisting.

Leadership

University of Missouri New Student Programs: 01/2017 – 09/2017

Summer Welcome Leader

The primary role of an Orientation Leader is to provide guidance and facilitate Summer Orientation activities. The position of Orientation Leader requires a great deal of dedication and hard work. They are expected to learn the most important aspects of the college and of orientation to best facilitate positive interactions between families and first year students. As representatives of the University of Missouri, SWL's are expected to be able to fulfill varying and diverse roles throughout training and orientation sessions. While serving as a friend and mentor to new students, SWL's are also responsible for communicating and upholding University of Missouri policies as well as any special policies that may apply specifically to Summer Orientation.

Interfraternity Council (IFC): 03/2015 – 08/2015

Rho Gamma

As a Rho Gamma, I was tasked with leading formal recruitment for potential new members looking to join Greek Life at the University of Missouri. This includes tours, answering questions, and acting as a liaison between the houses and the potential new members.

Education (Continued)

Savvy Coders – St. Louis, Missouri

Full Stack Web Development with JavaScript and frameworks, HTML, and CSS – Candidate

Certifications

Agile Master Class

The Agile Coach

Excel Skills for Business

Macquarie University

Personal Trainer

National Academy of Sports

Medicine

Personal Trainer/Nutritionist

National Council on Strength and

Fitness

Emergency Medical Technician

Missouri Department of Health and Human Services

Internship

K.E.M. Hospital – Pune, India: 12/2016 – 01/2017

Supply Chain Management Intern

Analyzed and recorded physician-reported use of PPE in the Intensive Care Unit.

Analyzed and recorded nurse-reported use of PPE in the Intensive Care Unit.

Recorded nurse-to-patient ratio at the time of PPE use as well as physicians currently present in the Intensive Care Unit at the time of these uses.

Constructed empirical data of nurse-to-patient ratios (2:1 vs. 1:1) and physician-to-nurse ratios during times of supposed PPE use with my data at K.E.M. and previously recorded data in the United States.

Drafted a proposed new collaborative teamwork module that would hypothetically decrease PPE amount ordered without a substantial new amount of healthcare limiting time with patients.

References – Available Upon Request

