

Jolena Truong

Orlando, Florida

Portfolio Website: <https://jolenatruong.com/>

LinkedIn: <https://www.linkedin.com/in/jolena-truong/> | **Github:** <https://github.com/fojotru/>

TECHNICAL SKILLS

Programming Languages: HTML, CSS/SASS, JavaScript, TypeScript, Python, SQL

Frameworks/Libraries: Mongoose, React.js, Angular.js, SASS, Bootstrap

Tools: Selenium, MongoDB, Node.js, GitHub, Jira

Additional Skills: API Integration, Technical Support, WordPress, Salesforce, Art & Design

PROJECTS

GhostGame - A Halloween themed game developed with Javascript

- Designed and built a platformer video game using vanilla Javascript.
- Game increases and decreases score based on player performance while allowing players to play with keyboard and on-screen arrows.

Bob's Boba - Full responsive website created with React as a demo for small businesses

- Created using React Hooks and React Router to easily navigate to different pages without requiring refresh.

ABC School System - A collaborative app for teaching professionals to get ready for the new school year using MERN.

- Used MongoDB, Express, React, and Node
- Allows users to create, read, update, and delete tasks. Certain access can also remove and add users.
- Each user is able to log in with their own credentials.

Portfolio - Personal portfolio website to showcase skills and projects | <https://jolenatruong.com/>

- Created with HTML, CSS/SCSS, and Javascript. Avatar created with CSS/SCSS.
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EXPERIENCE

PlanSource, Orlando, FL, Remote

October 2023 – Present

Technical Support Analyst

- Created user stories, bug tickets, and tasks within Jira to track all work progress.
- Worked with development, product, and operations to develop future products to enhance the user experience.
- Performed software testing scenarios for new client-requested features.
- Reviewed mapping documentation per API to ensure documentation of mapping script and associated fields.
- Solved complex issues for existing APIs to assist in operations in customer success.
- Communicated system issues and resolutions effectively to team members and broker partners.
- Tested new system releases and updates on behalf of the operations team to ensure a successful push to production.
- Built functions and features within the software such as populations and new plan benefits.

Senior Technical Account Specialist

February 2021 – October 2023

- Managed and participated in account implementation, while maintaining relationships with executives and all key decision-makers at client companies.
 - Updated and maintained client billing and cost configurations.
 - Met with clients quarterly to review account metrics and communicate contractual changes.
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EDUCATION

Georgia State University, Atlanta, GA

Bachelor of Business Administration in Marketing 2019

- Maintained HOPE Scholarship throughout college career.
- Georgia State University Dean's List 2017- 2019