Chad Jordan

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Portfolio site: www.Interactivenexus.com

Technical Specialist

Professional Summary

Committed to providing strategic and creative solutions with impactful results

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Education

Taylor University – Upland, IN.	IUPUI – Indianapolis, IN.
Bachelor of Arts	Master of Science *(In Progress)*
Computer Science New Media	Human-Computer Interaction

Professional Experience

Wonder Creation Studios LLC | Remote

Freelance Technical Writer   2020 – Present

- Worked independently and collaborated with marketing departments, and wrote detailed technical guides related to using customer support, and software procedures
- Created graphical diagrams and UI elements using Photoshop, Illustrator, and SnagIt to recreate software environments to assist with visual steps and teaching SEO procedures
- Using clear and concise communication, I wrote weekly blog posts regarding generative AI topics and organizational procedures with legal contracts
- Solid understanding of Microsoft Word, Github, and software development processes and technologies such as C++, Python, Java, React, Generative AI, Quantum Computing, and Rust

Project Lead the Way | Indianapolis, IN.

Technical Support Specialist II & Computer Science Lead   2018 – 2020

- Provided timely and compassionate customer service for both technical and non-technical questions in STEM Education
- Computer Science Lead for all computer science-related questions and bi-weekly meetings with the Computer Science curriculum team for curriculum updates using technical writing with CS knowledge
- Provided direction for 3D render software such as Autodesk Inventor and AutoCAD to troubleshoot through remote sessions
- Collaborated and scheduled time with VP's for projects using SmartSheet

Heady Hollow Brewing Co. | Fishers, IN

Assistant Manager & New Media Developer   2016 – 2018

- Maintained and updated the company website through WordPress
- Built an image rotator and other animation effects for the website using JavaScript
- Wrote an integrated online ordering system using Ruby on Rails
- Created, maintained, and updated all online social media accounts, and online posts

- Integrated SEO for the company's Instagram, Facebook and Twitter accounts
- Trained new hires on daily tasks for opening, closing, and maintaining the environment
- Recorded and reported weekly inventory lists for company orders

IUPUI | Indianapolis, IN

Informatics Grad Student Developer   2015 – 2016
- Created digital web designs, and converted them to responsive Bootstrap templates
- Compiled augmented reality apps for cardiology research based on Haptics interactive technology, and updated JavaScript Regex validation forms on the university website
- Updated the university's online store from Ruby on Rails 4 to version 5 to enable SSAS (Secure Search-as-Service) API features for improving site navigation

Glass Web Projects | Indianapolis, IN.

Freelance Web Designer *(9 months)*   2015
- Created electronic web designs using photoshop for converting into websites
- Designing engaging and responsive landing pages
- Conducted website testing

The Children's Museum | Indianapolis, IN

Web Development Consultant   2014
- A three-month consulting project to create an interactive holiday webpage for kids to see upcoming events
- Created original artwork and animation using Photoshop and Flash, and initialized using the greensock JavaScript library

Tech, Banking, Manufacturing | Indianapolis, IN

IT Contractor   2012 – 2014
- Managed accounts with Microsoft Azure and used Image software with Altiris, and Clonezilla
- Developed employee user guides using technical writing principles that covered software processes and troubleshooting methods
- Conducted custom-built Windows 7 migrations to meet proprietary software and company security policies
- Executed cross-platform image builds for PC & Mac, Cisco phone setup and installation, PC hardware upgrade installations and delivery for clients
- Resolved any software and hardware-related issues, reset user passwords
- General setup and delivery for company cell phones, and individual network drive setup