

KRYSTAL JORDAN

Dallas, TX | krystaljordan01@gmail.com | LinkedIn: krystal-jordan-software-engineer | 469.769.2308

EDUCATION:

Masters of Science in Computer Science, Software Engineering
Texas A&M University-Commerce, Commerce, TX

May 2022

Bachelors of Science in Chemical Engineering
Oklahoma State University, Stillwater, OK

May 1996

HARD SKILLS:

- Software Engineering
- Software Programming
- Artificial Intelligence
- Technical Training
- Machine Learning
- Python
- Java
- C++
- Database Systems
- Big Data Computing
- Assembly Language Programming
- HTML/CSS
- JSON
- XSLT/XPATH/XML

SOFT SKILLS:

- Empathy
- Active Listening
- Emotional Intelligence
- Communication
- Patience
- Critical Thinking
- Collaboration
- Time Management
- Adaptability

CERTIFICATIONS:

- Microsoft Office Master Instructor
- Completion of Microsoft Train the Trainer Course
- Microsoft Excel Expert User Specialist
- Microsoft Word Expert User Specialist
- Microsoft PowerPoint User Specialist
- Microsoft Access User Specialist
- 2779B Implementing a Microsoft SQL Server 2005 Database

IBM BADGES:

- Cloud Pak for Integration Technical Sales Intermediate
- IBM Cloud Pak for Security Technical Sales Intermediate
- IBM Cloud Essentials
- Python for Data Science and AI
- WebSphere Hybrid Edition Sales Foundation
- WebSphere Automation Sales Foundation

EXPERIENCE:

IBM

TECHNICAL SPECIALIST (INTEGRATION), Coppell, TX

August 2022 – March 2023

- While realizing over 800% of my quota, I provided technical expertise for IBM integration and middleware products.
- Improved client relationships by collaborating with IBM managers and engineers to advocate for clients regarding current software product issues.
- Improved client relationships by meeting with clients face to face to discuss and coordinate IBM product training to enhance clients' use of their current IBM products.

SENIOR TECHNICAL SOLUTION SPECIALIST INTERN, Coppell, TX

Summer 2021

- Revised and improved upon IBM Guardium (IBM security product) training material and demonstration instructions.

- Successfully presented one of IBM's most complex security products, Cloud Pak for Security, for IBM employees.
- Demonstrated various IBM security products.

ROCKWALL COUNTY LIBRARY

SOFTWARE TECHNICAL TRAINER, Rockwall, TX

January 2016 – March 2020

- While achieving over a 90% satisfied/very satisfied student reviews, successfully developed classes and instructed students in Microsoft Word, Excel, and PowerPoint.

COLLIN COLLEGE

SOFTWARE TECHNICAL TRAINER, Courtyard Center, Courtyard Center, Plano, TX

May 2017 – June 2019

- Trained corporate and continuing education students in Microsoft Word, Excel, Access, PowerPoint and Windows while achieving over a 90% satisfied/very satisfied student reviews.
- Developed custom training material as needed to meet specific corporate client training needs.

INDEPENDENT CONSULTANT

DATABASE CONSULTANT, Rockwall, TX & Tulsa, OK

2001 - 2010 and 2016 - 2019

- Designed custom Microsoft Access databases to meet business-specific objectives.
- Corporations and non-profits included: L3Harris Aeromet, PBX Corporation, CREOKS Health Services, Rockwall Literacy Center and Discover the Book Ministries.

CANADIAN VALLEY TECHNOLOGY CENTER

SOFTWARE TECHNICAL TRAINER, El Reno, OK

August 2000 – May 2001

- Trained corporate employees in Microsoft Office software.
- Taught technical writing course.

CONOCO

PROCESSES ENGINEER, Ponca City, OK

August 1998 – August 1999

- Performed troubleshooting for Conoco coker units at the Ponca City and Lake Charles refinery.
- Contributed to proposals for Coke Technology Licensing by estimating coke properties and answering customer questions.

DOUGLAS PETERSON & ASSOCIATES

ENGINEERING PROJECT ORGANIZER, Greenfield, MA

August 1997 – August 1998

- Responded to client calls for investigation into the cause and scope of damage for industrial and commercial insurance losses.
- Selected and mobilized the appropriate technical experts to address the client's needs.
- Assisted project managers in coordination of projects.

KOCH ENGINEERING

SALES ENGINEER, Wichita, KS

June 1996 – May 1997

- Designed and quoted mixing and reaction equipment for various applications.
- Provided technical support for Koch Sales Representatives and customers.
- Coordinated projects for shop fabrication.