

Jordan Fichter

Arlington, TX 76017

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[GitHub](#) | [LinkedIn](#) | [Portfolio](#)

SUMMARY

A multitude of professional skills with a combined total of 13 years of experience related to data entry, personnel operations, creative management, security management, quality assurance, and customer service. I've held numerous positions ranging from federal and state-level institutions to private contractor operations. Additionally, I have advanced proficiency in Squarespace, Office 365, Adobe Creative Suite, Google Suite, Agile/JIRA, and OneDrive. Additionally, I've participated in voluntary DISC Training to better understand myself and my needs as a colleague and employee.

EDUCATION

University of North Texas, Jan. 2015 – June 2016

Denton, TX

Fine Arts: Drawing and Painting

Tarrant County College, Aug. 2013 – Dec 2014; Jan. 2018– June 2018

Fort Worth, TX

Art • Education

TECHNICAL SKILLS AND SOFTWARE PROFICIENCIES

Responsive Web Design • GitHub • JIRA/Atlassian • Web Development • UI/UX Design • Email Marketing • Microsoft Office 365 • Figma • Adobe Creative Suite • Google Analytics • Google Docs • NeonCRM • Uplink • Quality Assurance • Troubleshooting • JavaScript Data Algorithms and Data Structures (in progress) • Scientific Computing with Python (in progress) • Event Planning • Social Media Management • Marketing Campaigns • Game Development/Playtesting

PROJECT EXPERIENCE

June 2023 — Present

NDA: Playtesting

Remote, TX

- Assists the development team with application quality assurance testing changes and enhancements prior to game deployment
- Troubleshooted and provided feedback after testing and analyzing any reported bugs or issues with applications or systems

August 2022 — July 2023

Powerhouse Training Manual

Crowley, TX

- Powerhouse's first CORE Training Manual (utilized by over 200,000+ internal and external employees)
- Developed aspects of CORE Project Management System and the CORE Vendor Portal
- Created end-user documentation for internal and external employees, including Powerhouse vendors. Point of contact for desktop, mobile, and web-based applications. Provided "spot training" for desktop, mobile, and web-based applications. Providing the initial prioritization of new development requests or issues, based on customer feedback or departmental impact.

July 2022 — Present

Freelance Graphic Design & Web Designer

Arlington, TX

- Ankara Malkia Website Redevelopment - Retail
- Car Wash & Auto Detailing: Showroom Detail (marketing personnel)
- Photography & Videography: University of Texas at Arlington: Department of Electrical Engineering

WORK EXPERIENCE

February 2023 – Present

University of Texas at Arlington

Arlington, TX

College of Engineering – Department of Electrical Engineering

Administrative Assistant/Project Coordinator

- Assessed and analyzed student retention rates with a focus on transfer and first-time-in-college (FTIC) students.

- Tracked, analyzed, and reported KPIs on social media platforms. Created engaging content such as photos, flyers, and email campaigns. Proofread and edit content before publishing. Ensure content aligns with SEO strategies. Increased Instagram social media presence KPIs since February 2023 by +27% as of August 2023.
- Event Planner for departmental lab tours, events, and faculty and/or staff meetings. Maintained contact lists between the Electrical Engineering department and the Career and Technical Educators. Preparing reports, presentations, and content creation.

March 2019 – Present

Self-Employed

Arlington, TX

Freelance Web & Graphic Designer

Experienced freelance web designer, programmer, and content creator with a focus on UX/UI design.

- Design and develop engaging graphic elements for client websites, social media platforms, and product packaging, including custom logos and illustrations. Conceptualizes web-based application design and mobile development optimization. Developed webpage landing functionalities.
- Collaborate with clients to develop engaging graphic design solutions based on market trends, brand identity, and target demographics.
- Supported the design of logos, brochures, and product packaging for multiple clients.

October 2022 – December 2022

U.S. Army

Fort Leonard Wood, MO

Signals Collection Analyst (35S)

Rank: E-3 — Private First Class

- Leadership, Reliability, Discipline
- Land Navigation
- Field Preparation

Gather clues from radio frequencies and electronic signals to detect and collect coded foreign intelligence messages. Intercept and identify these nonverbal frequencies and keep logs to piece together secret tactical messages.

May 2022 – August 2022

the*gameHERs

Remote, TX

Ambassador Community Manager

A temporary contract position spent working with a gaming start-up

- Lead communications with the ambassador community. Marketed the ambassador monthly newsletter using MailChimp and Microsoft Outlook. Shared the*gameHERs partnerships/sponsorship opportunities with the community members. Coordinated monthly social events.
- Monitored App Ambassador and Brand Ambassador in-app engagement, and values. Responsible for all notification correspondences to ambassadors. Upgraded ambassador selection and onboarding process; conducted interviews for potential ambassadors.

June 2021 – June 2022

Powerhouse Retail Services, LLC

Crowley, TX

IT Specialist

QA Tester & Junior Software Developer

- Created end-user documentation for internal and external employees, including Powerhouse vendors. Point of contact for desktop, mobile, and web-based applications. Provided “spot training” for desktop, mobile, and web-based applications. Providing the initial prioritization of new development requests or issues, based on customer feedback or departmental impact.
- Assists the development team with application quality assurance by testing changes and enhancements prior to production release using JIRA. Troubleshooting and analyzing any reported bugs or issues with applications or systems from internal and external employees.

April 2019 – April 2020

XL & Associates

Farmers Branch, TX

Personnel Security Assistant

Private Contractor for the Department of Homeland Security

- Case Processing & Case Management. Federal Data Facts Background Screening. Ordered and received background investigation products from the Office of Personnel Management (OPM), a contracted service.
- Date of Favorable Adjudication: 06/25/2019 – T4/T4R

ACTIVITIES & AWARDS

Responsive Web Design Certification 11/2020 — freeCodeCamp • Fortinet NSE Information Security Awareness Certification 07/2022 — IBM • UX Design Certification 12/2022 — Austin Peay State University • SCLA Honor Society • Member of the National Plant Society of Texas: North Texas Chapter • Twitch Affiliate • Xbox Ambassador