Jordan Heaps

Software Engineer

jeaps17@icloud.com

435-669-6997

SUMMARY

- 10+ years troubleshooting Windows/Mac, network systems, computer hardware, Active Directory, Jira, and Microsoft 365/Exchange
- 7+ years experience with NICE InContact/CXOne, programming IVRs, outbound dialing, CRM integrations, managing user accounts, and troubleshooting
- 2+ years experience with HTML, CSS, Javascript, SQL, PHP, Salesforce, and ServiceNow
- Fast learner with a keen eye for detail and rapid follow-through
- Enjoys solving problems, fluent in Spanish, hard worker, strong communication skills

SKILLS

Development

Javascript, HTML, CSS, SQL, PHP, JSON, XML, RestAPI

Systems

Windows, Mac OS, Jira, Citrix, Microsoft 365, AWS, Google Cloud, Salesforce, ServiceNow

Telephony/Contact Center

RingCentral, NICE InContact/CXOne, Interactions Analytics, Dialer, Quality Management, CRM Integration

WORK EXPERIENCE

Sr. Software Engineer, CCaaS   Dec 2024 - Present

Tech Mahindra

- Responsible for the design and development of client call center IVRs, products, features, unit testing, code reviews, CRM integrations, and resolve bugs that are discovered in the QA process. Focus mainly on NICE InContact/CXOne. Provide consulting on best practices when setting up a call center. Provide training on NICE CXOne Studio and onboard new engineers to the company. (InContact, CXOne, Studio, RingCentral, User Management, Analytics, Reporting, Quality Management, Workforce Management, CRM Integration, Dialer)

Independent Contractor   Sep 2024 - Jun 2025

UpservU LLC

Deserve Inc.

- Supported the integration of a legacy CCaaS business unit into a new organizational structure, and led improvements to existing scripts and system functionality. (CXOne, Studio, telephony, CCaaS)

Senior Software Engineer   Jun 2024 - Nov 2024

Ethos IQ

AG Financial Solutions
- Built an agriculture insurance quoting tool using REST API's to get data from the USDA's Pasture, Rainfall, and Forage website to generate a quote for farmers. (HTML, CSS, Bootstrap, PHP, REST API, Javascrip, JQuery)

Engineer, Cloud Contact Center   Apr 2022 - Jun 2024
Eventus Solutions Group
- Responsible for the design and development of client call center IVRs, products, features, unit testing, code reviews, CRM integrations, and resolve bugs that are discovered in the QA process. Focus mainly on NICE InContact/CXOne and RingCentral as well as Genesys Cloud CX. Provide consulting on best practices when setting up a call center. Provide training on NICE CXOne Studio. (InContact, CXOne, Studio, RingCentral, User Management, Analytics, Reporting, Quality Management, Workforce Management, CRM Integration, Dialer)

Unified Communications Admin   Apr 2017 - Apr 2022
4Life Research
- Design, configure, document and maintain call routing for all local and global markets. Adding, removing, and modifying IVR scripting based on business needs. Create and manage user accounts in NICE CXOne and RingCentral Office. Manage recording /storing/adding audio files/IVR announcements to scripts. Manage audio/video recordings, evaluation forms, and all QM needs. Call, chat, IM, and email monitoring to ensure systems are functioning properly. Procuring, managing, and supporting ISP needs in all markets. (NICE InContact, Studio, RingCentral, Reporting, Analytics, User Management)

EDUCATION

Associates of Computer Science & Information Systems   May 2014 - Dec 2016
Salt Lake Community College

TRAININGS AND CERTIFICATIONS

Genesys Cloud Certified Partner   2023
https://www.credly.com/badges/c12249bd-852a-4921-aecd-90b60fe28363/public_url

NICE CXOne ACD Administrator   2022
https://acrobat.adobe.com/link/review?uri=urn:aaid:scds:US:bf622712-be10-35fc-bf43-abfe3ac4d12b

NICE CXOne CORE/CORE+ Certified Implementation Partner   2022

Salesforce Certified Associate   2022
https://trailhead.salesforce.com/en/credentials/verification/
Credential ID: 2575235

Web Security Associate by CIW   2018

CompTIA A+ 2017

CompTIA Network+ 2017