Jacob Cabrey

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Skills   GPA: 3.487

Languages: C++, JavaScript, Java, Python, Assembly, HTML, Bash, Go, Node, React, and R
Integrated Development Environments: VSCode, Eclipse, Rstudio, and JDeveloper
Operating Systems: Linux and Windows Servers
Software Development & Tools: Git/Github, SCRUM, JUnit, Docker, AWS
Security: Wireshark, Nmap, Kali Linux, GDPR, HIPAA

Experience

IT Associate, Georgia Golf Swing Shack – Atlanta, GA   December 2023 – Present
- Resolve frequent connectivity issues with the virtual golf simulators by upgrading the network infrastructure, reducing downtime, and improving customer experience.
- Improve simulator performance by diagnosing software bottlenecks, optimizing system configurations, and implementing maintenance protocols, resulting in a smoother customer experience.
- Identify and resolve recurring software glitches in the simulator system by conducting thorough diagnostics and applying necessary updates.

Valet, Southern Valet & Transportation – Columbia, SC   January 2023 – Present
- Increase vehicle turnover by 15% by optimizing the TEZ app and prioritizing high-demand areas, resulting in more efficient use of parking spaces and quicker service times.
- Raise customer satisfaction by providing prompt and professional service, such as opening doors and using customers' names, efficiently addressing each customer's needs. This contributes to positive feedback and an increase in repeat clients.
- Reduce wait times by 20% during peak hours by coordinating with the team and using TEZ to be notified of customers' needs, allowing for quicker service during high-demand periods.

Morning Valet Supervisor, North American Parking – Atlanta, GA   December 2022 – October 2023
- To reduce vehicle misplacement in a three-floor garage, I implemented a clear, standardized parking process for staff such as the first and second floors only. This decreased misplacement incidents by 20%, improving service accuracy and customer satisfaction.
- Using a developed training program for new valet staff, I would train hires on how to perform shift reports, check the number of will come back, properly obtain customers' information, and log any damage if any on a customer's vehicle.
- To ensure smooth operations, I implemented clear guidelines for punctuality, proper vehicle security, accurate logging of notes, and maintaining politeness. Implementing log books and having a scheduling app helped lead to greater accuracy and better accountability.

Projects & Certificates

GloboLingo - Language Learning App   github.com/ay-Lucas/GloboLingo
- The GloboLingo project is a 4-man group effort where each member contributes to the app's design, functionality, and user experience. We work together to build an interactive language-learning platform that is both educational and engaging.
- The app uses game mechanics like rewards, levels, and challenges to make language learning more enjoyable and motivating for users. Our goal is to encourage consistent practice through fun, interactive features.
- GloboLingo includes customizable avatars, courses for different languages, and progress tracking, aiming to make learning a new language feel like an immersive game experience. Our team is focused on creating a user-friendly interface that enhances both learning and user engagement.

Mental Health First Aid Certified - *National Council for Mental Wellbeing - Certified for 3 years*
- Certified to provide initial support during mental health or substance use crises.
- Focused on immediate assistance rather than diagnosing or treating, using the ALGEE action plan:
  - ★ Approach: Engage and ensure safety.
  - ★ Listen: Provide a non-judgmental, supportive environment.
  - ★ Give Support: Offer reassurance and information.
  - ★ Encourage Professional Help: Direct individuals to appropriate services.
  - ★ Encourage Self-help: Promote coping strategies and support networks.

Education   August 2022

University of South Carolina – BS in Computer Science   August 2022 - May 2026