

**Jakub Oh**  
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### Technical Expertise

- **Hardware:** PC and MAC Desktop / Laptop Computers, Wireless Devices, and Mobile Devices.
  - **Software:** Microsoft Office Suite, Adobe Creative Suite, and Web development tools(HTML, CSS, Javascript)
  - **Operating Systems / Server:** Microsoft Windows 7, WIN 10, Microsoft Server, Microsoft Active Directory, MS Exchange Server, O 365
  - **Network / Protocols:** Network Switches, Network Routers, Cabling Installations and Termination, CAT 5 Cabling, TCP/IP, DHCP, DNS, IMAP, and POP3.
  - **Remote Tools:** Microsoft Team, Zoom
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### Professional Experience

#### IT Support Technician Contractor (Synergy IT Solutions & M&T)

Jan 2023- Present

- Managed the installing, troubleshooting, upgrading, and networking of 500+ monitors, keyboards, and cable management for M&T bank's office.
- Addressed and resolved technical issues, like computer hardware failures, network connectivity problems, and desktop support.
- Documented hardware inventory and performed regular audits to maintain accurate records and ensure compliance with organizational policies.

#### Autopilot Data Annotation Analyst (Tesla)

March 2021-Dec2022

- Improved development of Tesla Autopilot neural network by conducting quality control of various types of sensor data, including lidar, radar, and camera data.
- Collaborated with cross-functional teams, including machine learning engineers and software developers to ensure annotated data met requirements for various projects and models.
- Contributed to continuous improvement of annotation workflows and tools, including development of automation and efficiency enhancements.

#### Data Claims Specialist (United Health Group)

Feb 2020-Feb 2021

- Implemented efficient claims processing procedures using Linux, resulting in a 15% reduction in claim turnaround time and improved customer satisfaction.
  - Developed strong working relationships and worked closely with colleagues to exceed metric expectations.
  - Engaged in a cross-functional team to successfully implement new unicodes and diagnostic codes (such as Covid-19), resulting in a 85% improved data accuracy when processing claims.
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### Education

CS 601 Web App Developer (*Boston University*)

Bachelor of Arts in English & Bachelor of Arts in Cinema-TV-Arts (*California State University of Fullerton*)

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### Technical Skills

**Languages:** HTML5, CSS3(+SCSS, BEM), Javascript ES6+, Python(in progress) , Linux

**Frameworks:** React(+hooks), Next.js, Material-UI, Redux, Tailwind, Typescript

**Technology:** NPM, Git, Yarn, React dev tools, Firebase v9, Github

**Additional Training:** Microsoft Windows Server, Fiber-optic Cabling and Management, A+ (ongoing training), AWS(self-study), Exchange Server(self-education), mainframe practitioner(online internship course through IBM)