

Jake William Allport

| +1 302 5280542 | jake.w.allport@gmail.com | [About](#) |

PROFESSIONAL SUMMARY

Experienced IT Specialist and Software Developer, proficient in web applications, SQL server administration, and troubleshooting. Proven ability to enhance system performance and user experience. Strong background in software development, web administration, and team mentorship.

SKILLS

Software Design, Troubleshooting & Resolution. Web Development/Administration, SQL Development/Administration, Company/Client Communication, Team Building/Mentorship.

EXPERIENCE

IT Specialist (Application Software)

| 10/2022 - Present

Social Security Administration, Philadelphia - PA

- **Design** Web-Applications, and **Manage, Respond & Resolve** their associated bugs & features to maintain and provide staff resources, tools and applications.
- **Administrate SQL Servers** to Design, Modify, and Display data reports.
- **Designed scripts** for web administration, modification, and design to automate changes across our regional intranet.

Software Developer

| 07/2019 – 10/2022

TS Partners, King of Prussia PA

- **Design & Implement** new Report Layouts ensuring up to date documents and data representation.
- **Manage, Respond & Resolve** backend Java bugs and Features, providing continuous support to financial management software (TRANSTAR).
- **Upgrade System Report Software** from Crystal Reports to Jaspersoft for improved system flexibility.
- **Optimize SQL Queries** through Performance Monitoring to improve software performance and Client experience.

IT Business Analyst Internship

| 02/2019 - 07/2019

GOLO, Newark DE

- **Analyze eCommerce site** by determining drop points in order to improve customer engagement & acquisition.
- **Update & improve** site accessibility and browsing experience to help provide a smoother transactional process.
- **Provide In-Office IT support** and policy documentation improving knowledge share and work efficiency among staff.

IT Technician

| 01/2017 – 02/2019

LERNER Business College, Newark DE

- **Provide staff and faculty support** by troubleshooting hardware/software to help meet classroom expectations.
- **Image, Install, Maintain** Operating Systems and software to provide for student lab use.
- **Monitor, Respond & Delegate** support tickets concerning student/faculty software and hardware issues to facilitate learning.

EDUCATION

Bachelor of Computer Science

Organization

University of Delaware | 2019

CERTIFICATIONS

SQL Server Integration Services

JavaScript Algorithms & Data Structures

Responsive Web Design

Organization

New Horizons | 2024

Free Code Camp | 2024

Free Code Camp | 2024