

Jacob Copeland

jacobcwork.github.io/portfolio/

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Saskatoon, SK

| Education | Skills |
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| <p>Saskatchewan Polytechnic, Saskatoon, SK</p> <p>Computer Systems Technology, Diploma Sep 2021 – May 2024</p> <ul style="list-style-type: none">Gained proficiency in designing, installing, and managing local area networks.Developed computer programs and interactive web pages utilizing various programming languages and multimedia components.Acquired expertise in several common computer application packages, performing systems analysis and design, and providing end-user technical support services. <p>The Art Institute of Vancouver, Burnaby BC</p> <p>3D Modeling for Animation & Games Aug 2012 – May 2014</p> <ul style="list-style-type: none">Gained proficiency in industry-standard software for film and games.Developed skills in creating detailed 3D assets and animations.Utilized training to contribute to a game prototype with a development team of students. | <p>Database Management</p> <ul style="list-style-type: none">Azure SQLMySQLNeo4jOracleSQL <p>Programming</p> <ul style="list-style-type: none">CC#JavaJavaScriptPythonSwiftTypeScript <p>Software & Tools</p> <ul style="list-style-type: none">AD DSBlenderDockerGitOffice 365PhotoshopMayaVisual StudioVS CodeZbrush <p>Web Development</p> <ul style="list-style-type: none">BootstrapCSSExpressHTMLNext.jsReactVue.js |
| Work Experience | |
| <p>SaskTel, Saskatoon, SK</p> <p>Customer Service Tech Feb 2025 - Present</p> <ul style="list-style-type: none">Provided exceptional customer service by addressing technical concerns and ensuring a positive customer experience.Utilized a comprehensive suite of diagnostic tools to troubleshoot, test, and resolve customer issues.Accurately documented customer problems by creating detailed trouble tickets to ensure efficient issue tracking and resolution. <p>Saskatchewan Polytechnic, Saskatoon, SK</p> <p>Software Developer Course Project Aug 2023 – Apr 2024</p> <ul style="list-style-type: none">Developed a robust admin interface utilizing Next.js, Node.js, and Neo4j to streamline creation and pricing of client products.Contributed to the development of an interactive 3D room design tool built to enhance user engagement.Established a reliable back-end API server that improved data retrieval speeds and enhanced application performance. | |