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| **Jacob Copeland**  [jacobcwork.github.io/portfolio/](https://jacobcwork.github.io/portfolio/) | [jjwcopeland@outlook.com](mailto:jjwcopeland@outlook.com)  (306) 301-3071  Saskatoon, SK |

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| Education | Skills |
| |  |  |  | | --- | --- | --- | | Saskatchewan Polytechnic, Saskatoon, SK  **Computer Systems Technology, Diploma** | **Sep 2021 – May 2024** | | | * 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. | | | | The Art Institute of Vancouver, Burnaby BC  **3D Modeling for Animation & Games** | | **Aug 2012 – May 2014** | | * 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. | | | | **Database Management**   * Azure SQL * MySQL * Neo4j * Oracle * SQL   **Programming**   * C * C# * Java * JavaScript * Python * Swift * TypeScript   **Software & Tools**   * AD DS * Blender * Docker * Git * Office 365 * Photoshop * Maya * Visual Studio * VS Code * Zbrush   **Web Development**   * Bootstrap * CSS * Express * HTML * Next.js * React * Vue.js |
| Work Experience |
| |  |  |  | | --- | --- | --- | | SaskTel, Saskatoon, SK  **Customer Service Tech** | | **Feb 2025 - Present** | | * 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. | | | | Saskatchewan Polytechnic, Saskatoon, SK  **Software Developer | Course Project** | **Aug 2023 – Apr 2024** | | | * 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. | | | |  | | | |