Jacob Blomquist

SOFTWARE ENGINEER | TECHNICAL SUPPORT SPECIALIST

Salt Lake City, Utah 84115

📞 (801) 230-0257 | ✉ jacobrb95@gmail.com | 🏠 Blomquist.xyz | ○ JacobRBlomquist | 🖊 Jacob-Blomquist | in jacobblomquist

Statement

Improvement minded software engineer with experience and interest data processing and analysis, database systems, build systems, networking protocols, and IT Support tools and methodologies. Always seeking to improve skills and learn new things.

Education

University of Utah   *Salt Lake City, UT*

BACHELOR OF SCIENCE - COMPUTER SCIENCE   *May 2021*

Relevant Experience/Projects

DistanSing

C++ / QT / PORTAUDIO   *Capstone Project*
- A cross-platform tool that allows musicians to sing and play together with low latency across a network.
- Features include: Low Latency Audio, Audio Recording, Peer-to-peer communication, and Software Mixing

JSSG - Jacob's Static Site Generator

POSIX SHELL   *Open Source Project*
- A Minimal Static Website Generator Written in POSIX Compliant Shell
- Converts Markdown to HTML and supports header and footer templates, .jssgignore file, auto-generated article list, and xml sitemap generation.
- 270 Lines of Code

Relevant Course Work

UNIVERSITY OF UTAH
- Object-Oriented Programming | Discrete Structures | Algorithms and Data Structures | Models of Computation | Artificial Intelligence | Engineering Probability and Statistics | Foundations of Data Analysis | Software Practice 1 and 2 | Computer Organization | Computer Systems | Web Software Architecture | Computer Graphics | Database Systems | Visualization for Data Science | 3D Modeling | Linear Algebra | Computer Networks

Skills

Languages	C++, C, Java, C#, Golang, Javascript, Python, HTML, CSS
Frameworks & Libraries	Node.js, .NET Core, D3.js, P5.js, OpenAL, PortAudio, Qt, NGINX
Miscellaneous	Gnu Linux, BASH, GIT, CMake, MySQL, PostgreSQL, Selenium, Microsoft Power Platform, ServiceNow (CSM/ITSM), Enterprise Telephony, Active Directory, Cisco Meraki Cloud, SolarWinds Orion, ITIL

Relevant Experience

Global Services Department   *Salt Lake City, UT*

PROJECT MANAGER | PRODUCT ANALYST | TECHNICAL SUPPORT SPECIALIST | TRAINER   *Dec. 2018 - PRESENT*
- Managed the testing and implementation of a new CSM environment.
- Revamped the New Hire training process as well as the floor-wide training process; noticeably improving productivity and service level.
- Developed software to accommodate external support requests for our department using the Microsoft Power Platform
- Supported hundreds of systems, software and technologies for a worldwide workforce.
- Utilized ServiceNow (CSM/ITSM), Enterprise Telephony, ITIL, Meraki Cloud, SolarWinds, and Active Directory daily.
- Meticulously documented thousands of incident tickets following the A+ troubleshooting process.
- Strictly followed a service level agreement with clients.
- Performed QA on hundreds of tickets from other employees prior to escalation to different teams.
- Aided in the implementation and testing of of a Department-Wide Citrix Desktop Environment.