Jared Sewak | Software Engineer

jaredsewak@gmail.com | Salt Lake City, UT, 84010 | 385-313-4186 | Github | Linkedin | Portfolio

SKILLS

Languages - Python | Javascript | SQL | HTML | CSS
Frameworks & **Libraries** - Flask | Node.js | Express | Axios | Tailwind CSS | Bootstrap | Geopy | Discord.js
Database & **Industry Tools** - PostgreSQL | Git | Github | Command Line
Tools & **Software** - Postman | OpenAI API | Zendesk

EDUCATION

Devmountain | Lehi, UT   *June 2023*
- Web Development Program

Weber State University | Ogden, UT   *December 2019*
- B.S. in Communication, Public Relations/Advertising, and Visual Communication

PROFESSIONAL EXPERIENCE

Weave | Lehi, UT   *November 2023 - Present*
Technical Software Support
- Resolved an average of 70 software and VOIP phone-related Zendesk tickets per week, adeptly troubleshooting and resolving complex technical issues leading to seamless customer experiences
- Maintained a 95% CSAT (Customer Satisfaction rating), demonstrating adeptness in delivering technical solutions
- Improved integration between Weave software and third-party software by conducting remote sessions on server computers to run Weave's API tool for disconnected SQL databases.
- Swiftly resolved synchronization issues by analyzing log outputs generated by a Go-based internal tool, ensuring smooth system operation.
- Enhanced system performance and user experience by identifying and addressing system issues during remote sessions on customers' computers, including updating Windows and correcting system settings.
- Maintained system reliability and connectivity by utilizing the Weave internal tool to diagnose and promptly resolve connectivity issues observed during server pinging

JYC Web Solutions - Freelance Software Engineer | Salt Lake City, UT   *July 2023 - Present*
Bigfoot Graphics - Pricing Estimator - Website Link Github
JavaScript | Python | Flask | SQLite | HTML | Tailwind CSS
- Developed an internal web application pricing estimation tool to aid the sales team during demonstrations and facilitate the creation of customized pricing media plans
- Implemented a SQLite database schema to store car information, including makes, models, and corresponding square footages, ensuring accurate estimation data
- Developed database querying functions to retrieve car data from the SQLite database efficiently
- Created server-side endpoints using Flask to handle API requests from client-side JavaScript, enabling seamless communication between front-end and back-end systems

Bigfoot Graphics - Discord Chatbot with OpenAI Integration - Github
Node.js | Discord.js | OpenAI API | dotenv | JavaScript
- Developed a Discord chatbot that seamlessly integrates with the OpenAI API, enhancing user interactions within Discord servers
- Implemented message listening and response functionality, making the bot responsive to user interactions in specified channels
- Ensured secure authentication by requiring a Discord bot token and an OpenAI API key for access
- Successfully combined Discord and OpenAI to create an engaging and context-aware chatbot, elevating user engagement and conversation quality

Devmountain | Lehi, UT   *February - June 2023*
Web Developer / Software Engineer (student)

Geocoding App - [Github](#) | [Demo](#)

Python | Flask | PostgreSQL | SQLAlchemy | Jinja2 | HTML | CSS
- Developed a web application enabling users to manage brands, associated addresses, and geocode using Python
- Implemented user registration and login functionality utilizing Flask-Login to ensure access to the application
- Created tables with PostgreSQL for users, brands, and addresses with relevant column information utilizing Flask-Login's UserMixin for user authentication functionality
- Leveraged SQLAlchemy to interact with the database, ensuring efficient data retrieval, modification, and deletion operations
- Integrated the geopy library to provide geocoding functionality, allowing users to obtain latitude and longitude coordinates for addresses and download them to a CSV file

Budget Tracking App - [Github](#) | [Demo](#)

JavaScript | Express | Axios | HTML | CSS
- Developed a web application to track monthly income and expenses using HTML, CSS, and JavaScript
- Implemented features for adding and managing income and expense entries, calculating the total budget
- Utilized Express.js and Axios for server-side functionality and API integration
- Collaborated with team members to ensure seamless integration of front-end and back-end components

Google Waze | Salt Lake City, UT   *July 2021 - February 2023*
Account Executive
- Created a Python script for geocoding that streamlined the sales process in the Waze Ads Dashboard
- Generated revenue exceeding $250k+ in company revenue by effectively selling, managing, and growing a diverse portfolio of brands
- Leveraged Salesforce, Waze Ads Dashboard, Salesloft, Zoominfo, Sales Navigator, Apollo, Microsoft Office, and G Suite to optimize sales effectiveness and ensure accurate sales tracking
- Trained and supported a team of 5 new employees in effectively demonstrating the Waze advertising platform to clients, leveraging my in-depth knowledge of the platform

North American Recovery | West Valley, UT   *January 2020 - June 2021*
Collections Account Executive
- Proficiently utilized DebtNet to support collection efforts, ensuring accurate and efficient data management
- Effectively communicated with debtors over the phone, employing strong interpersonal skills to navigate challenging conversations and negotiate payment arrangements
- Applied analytical and problem-solving skills to assess debtor situations, identify solutions, and develop effective collection strategies