

Jared Sewak | Software Engineer

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SKILLS

Languages - Python | Javascript | SQL | HTML | CSS

Frameworks & Libraries - Flask | Node.js | Express | Axios | 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-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 ping

JYC Web Solutions - Freelance | Salt Lake City, UT

July 2023 - Present

Bigfoot Graphics - Pricing Estimator - [Github](#)

JavaScript | Python | Flask | SQLite | HTML | 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
Web Developer / Software Engineer (student)

February - June 2023

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

Usana Health Sciences | West Valley, UT

May 2019 - August 2019

Photographer (internship)

- Collaborated with the marketing and design department to organize and execute photoshoots, ensuring timely and high-quality visual content for promotional materials
- Edited photos using Adobe Photoshop and Lightroom, applying adjustments and enhancements to achieve desired visual effects and maintain consistent brand aesthetics

Ogden Peak Communications | Ogden, UT

January 2018 - May 2019

Account Executive

- Updated brand websites utilizing platforms such as Wix and Weebly, ensuring an accurate and engaging online presence that aligns with brand identity
- Created compelling web and social media copy based on strategic PR messaging, effectively conveying brand stories and engaging target audiences
- Produced engaging graphic, photo, and video content for various clients, utilizing Adobe Photoshop, Premiere, and Lightroom to deliver visually appealing and impactful marketing materials