Jared Rairdon

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PROFESSIONAL EXPERIENCE

Newline Interactive   **Jun. 2021 – Present**
Support Engineer   Richardson, TX
- Troubleshoot and resolve a variety of technical issues related to hardware, software, and networking.
- Deliver exceptional technical support via phone and e-mail for various systems and software applications, ensuring high availability and end-user satisfaction.
- Develop, implement, and maintain end-to-end automation solutions using Microsoft Power Automate, optimizing business processes and reducing manual intervention.
- Develop data models and manage large datasets using Microsoft Dataverse, demonstrating a strong understanding of relational database concepts and industry best practices.
- Solely design and maintain mobile apps that have reduced labor hours for certain tasks by up to 80%.
- Skilled in building custom Power BI solutions to drive business growth through actionable insights.
- Travel to educational institutions and commercial organizations to perform on-site repairs and troubleshooting of large-format interactive displays and A/V solutions at over one hundred locations.
- Consultant for A/V system architecture and setup, specifically video conferencing and presentations.
- Perform quality control unit tests on a variety of products used in sales demonstrations.

Georgetown Butcher   **Apr. 2020 – Oct. 2020**
IT Services – Web Developer   Washington, DC
- Built an e-commerce platform and online presence for a local DC butcher shop, Georgetown Butcher, during the pandemic, driving sales growth and increasing customer outreach and engagement.
- Spearheaded the development and implementation of a comprehensive IT infrastructure, including a website, on-demand online ordering, point-of-sale systems, receipt printers, security cameras, and tablet kiosks.
- Proven track record of managing and optimizing Facebook ad campaigns, utilizing A/B testing, audience segmentation, and other advanced techniques to achieve outstanding results for clients across diverse industries.
- Automated the creation of quarterly sales reports by developing custom scripts to extract and analyze item sales data, streamlining data processing and report generation.

EDUCATION

Stephen F. Austin State University   **May 2021**
Bachelor of Science in Computer Information Systems, Minor in Business   Nacogdoches, TX
- Secretary of Theta Chi Fraternity
  - Point of contact for Theta Chi International Headquarters regarding new member registration and ensuring all the necessary documents were up to date.
  - Participated in over 100+ hours of community service over my college career.
- Teaching assistant for SFA 101 (Freshman Orientation).

TECHNICAL SKILLS

- **Languages:** Python; JavaScript/HTML/CSS; Bash
- **Technologies:** Git; Pandas; Microsoft Dataverse/CDS; Dynamics 365; Power Automate; Power Apps; Power BI; Node.js; Flask; Selenium; TensorFlow; AWS EC-2; RegEx; WordPress; Matplotlib;
- **Additional Skills:**
  - Proficient use of Python's data-driven modules to optimize and analyze daily workflows.
  - Creating visually stunning and highly functional websites with engaging content for multiple businesses.