JARED FELIPRADA

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SUMMARY

Innovative IT professional and back-end developer with a passion for building efficient, scalable systems that solve real-world problems. Experienced in hardware troubleshooting, system administration, and full-stack development, with a focus on automating workflows, building robust APIs, and transforming complex challenges into streamlined solutions. Skilled in Python, C++, Flask, Dash, Pandas, and Openpyxl, with a proven ability to collaborate across teams to deliver impactful results. Driven by curiosity and continuous learning, and eager to leverage emerging AI technologies to create thoughtful, purpose-driven solutions that shape the future.

SKILLS

Programming Languages
Python, C++, PowerShell, Bash, Java, HTML

Technical Skills
System Administration, Hardware Troubleshooting, Workflow Optimization, Software Development, QA Analysis, Data Analytics, API Integration, Automation

Tools and Software
Jira, Zendesk, Office 365, Active Directory, Linux, MacOS, Windows, VMware, Proxmox, Flask, Pandas, Openpyxl, Microsoft Excel, REST APIs, Solidworks

Soft Skills
Strong Communication, Time Management, Analytical and Problem-Solving Skills, Customer Relations, Agile Methodology, Process Optimization, Reporting, Team Collaboration

EXPERIENCE

GreenTek Solutions — January 2025 – Present
IT Technician/Back-End Developer — Stafford, TX
- Performed diagnostics, troubleshooting, and repair on a range of hardware, including servers, PCs, laptops, and network devices.
- Configured desktops and servers according to precise customer requirements, ensuring optimal performance and functionality aligned with industry standards.
- Served as a secondary point of contact for technical inquiries from customers and internal sales teams. Delivering clear, accurate information and solutions to support decision making and enhance customer service.
- Contributed to the management and documentation of all equipment entering the warehouse, ensuring accurate tracking and inventory control.
- Collaborated with purchasing, sales and technical teams to ensure project alignment and timely completion. Maintaining clear communication to ensure all technical and reporting needs were met.
- Developed Flask-based API to automate the conversion of incoming JSON data into structured Excel Report.
- Leveraged tools such as Flask, Dash, Pandas, Openpyxl and Excel automation to streamline data workflows and increase transparency across teams.

Best Buy — July 2024 – January 2025
Advanced Repair Agent — Katy, TX
- Diagnosed and resolved complex hardware and software issues across a wide range of consumer electronics, including laptops, desktops, tablets, and mobile devices.
- Managed service tickets from initial intake through resolution, ensuring timely and accurate documentation of repairs and customer interactions.
- Performed system diagnostics, component replacements, and OS re-installations to restore device performance and functionality.
- Maintained inventory records for repaired devices and spare parts, ensuring accountability and efficient turnaround times for customers.

Apple — January 2022 – December 2022
At Home Advisor — Remote, USA
- Provided remote technical support to Apple customers using macOS and iOS devices, troubleshooting connectivity, performance, and application issues.
- Guided users through step-by-step solutions to resolve software errors, sync issues, and account access problems.
- Documented all customer interactions thoroughly in internal systems, contributing to knowledge base improvements and trend analysis.
- Maintained high customer satisfaction ratings by delivering clear, empathetic, and effective support solutions.

iCode — September 2021 – January 2022
Instructor — Missouri City, TX
- Taught foundational and intermediate programming concepts in Python, C++, Java, and HTML to students aged 8–18, focusing on game development and real-world applications.
- Designed and delivered engaging, project-based lessons that reinforced problem-solving, logic, and coding best practices.
- Assessed student progress through hands-on projects and provided individualized feedback to support learning and growth.
- Cultivated a collaborative and inclusive classroom environment that encouraged creativity, teamwork, and independent thinking.

PROJECTS

End-to-End Data Automation and Visualization Platform

Objective: Develop a full-stack data platform to automate report generation and enable real-time analytics for cross-functional teams.
- Developed a Flask-based Python API to process data and generate structured Excel reports with openpyxl, reducing manual entry by over 90%.
- Created a full-stack dashboard using Dash and Plotly, integrating three components: an Excel file formatter, a financial analysis tool for pricing trends, and an eBay scraper for real-time pricing insights
- Designed interactive charts and dynamic filters to visualize data, perform statistical analysis, and enable automated reporting for non-technical users
- Streamlined internal workflows by integrating backend automation with frontend visualization, improving data-driven decision-making.
- Collaborated with cross-functional teams to translate business needs into actionable visualizations, including KPI tracking features within the dashboard.
- Utilized REST APIs to automate data retrieval and transformation, converting raw inputs from multiple sources into clean, standardized files for seamless workflows.

Outcome: Delivered a scalable, end-to-end solution that enhances operational efficiency, provides actionable insights, and consolidates financial and pricing analysis tools into a unified dashboard.

EDUCATION

Bachelor of Science in Computer Science, Minor in Mathematics
University of Houston, Houston, Texas