

JADEN A. SNYDER

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Aspiring Software Engineer | WGU Student

Disciplined and self-motivated B.S. Software Engineering student at Western Governors University (anticipated graduation: June 30, 2026), with a solid foundation in full-stack development, data structures and algorithms, IT support, and systems troubleshooting. Demonstrated ability to thrive in fast-paced technical environments, applying strong problem-solving skills and a passion for software engineering. Actively seeking opportunities to contribute to innovative development teams and grow into a junior engineering role.

Technical Skills

Languages & Frameworks: Java, Spring Boot, React, JavaScript, Tailwind CSS, Python, MySQL

Tools & Technologies: Git, GitHub, GitLab, VS Code, IntelliJ, Figma, Microsoft Office, Windows / Mac OS, AWS

IT Support: Troubleshooting, Hardware Setup, System Imaging, Network Fundamentals, Ticketing Systems

Certifications

CompTIA Network+ (2024)

IT Fundamentals (WGU)

Professional Experience

Encore Technologies — Refresh IT Technician

Cincinnati Children's Hospital | Dec 2023 – Present

- Replaced legacy devices with upgraded hardware, transferring user profiles, files, and domain policies with minimal downtime.
- Provided on-site support for hospital staff, resolving software and access issues across multiple departments.
- Maintained logs for ~100+ device replacements with full audit compliance.

Kroger Technology — Help Desk Support Technician

July 2022 – Aug 2023

- Delivered remote technical support to Kroger employees using self-checkout systems and POS tech.
- Diagnosed software, hardware, and peripheral issues, explaining solutions clearly to non-technical users.
- Maintained >95% resolution rate under strict response time SLAs.

Advanced Service Technologies — Help Desk Support Technician

June 2021 – June 2022

- Supported field technicians in hospitals installing patient monitoring systems.
- Walked technicians through real-time troubleshooting, increasing deployment speed and reducing escalations.

Education

B.S. Software Engineering (In Progress)

Western Governors University | 2025 – 2026

A.S. Computer Science / Network Engineering

Sinclair Community College | 2022 – 2024