Jaden Snyder

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Education

Western Governors University — **Expected Graduation: Dec 2026**
Bachelor of Science, Software Engineering

- Relevant Courses: Data Structures and Algorithms, Advanced Java, Data Management, Python Programming, Cloud Foundations, UI/UX Design, Project Management, Mobile Application Development, Front-End Web Development

Sinclair Community College — **2022 - 2024**
Associate of Science, Computer Science/Network Engineering

Work Experience

Encore Technologies — **Dec 2023 – Present**
IT Technician — *Cincinnati Children's Hospital*

- Replaced legacy hospital devices with upgraded hardware, transferring user profiles, files, and domain configurations with minimal downtime.
- Provided on-site technical support for clinical and administrative staff, resolving access issues, software errors, and hardware malfunctions across multiple departments.
- Maintained logs for 1000+ device replacements while ensuring full audit and compliance accuracy.

Kroger Technology — **Jul 2022 – Aug 2023**
Support Technician

- Delivered remote technical support to employees using self-checkout systems, POS terminals, and back-office technology.
- Diagnosed and resolved hardware, software, network, and peripheral issues while communicating solutions clearly to non-technical users.
- Maintained a 95%+ resolution rate while meeting strict SLA response times.

Advanced Service Technologies — **Jun 2021 – Jun 2022**
Support Technician

- Supported field technicians installing patient monitoring systems in hospitals, providing real-time troubleshooting and configuration guidance.
- Improved deployment efficiency by reducing escalations through precise diagnostics and step-by-step problem resolution.

Projects

Portfolio Website | *Live Site* — **React | JavaScript | TailwindCSS | Vite | Framer Motion**

- Developed and deployed a personal portfolio website showcasing projects, technical skills, and experience.
- Implemented responsive UI components with React and Tailwind, improving accessibility and mobile usability.

Email Serverless API | *Source Code* — **AWS Lambda, SES, API Gateway | JavaScript**

- Built a serverless backend to securely send emails from portfolio contact forms using AWS Cloud Solutions.
- Improved reliability and reduced hosting costs through fully serverless execution.

WGU Coursework Projects — **Java | Spring Boot | Python | SQL**

- Completed academic projects involving full-stack development, OOP principles, algorithms, data management, and mobile app development.
- Implemented database-driven systems using MySQL and JDBC as part of WGU software engineering curriculum.

Technical Skills

Languages: Java, Python, JavaScript, SQL, HTML, CSS

Frameworks: Spring Boot, React, Tailwind CSS

Tools & Technologies: Git, GitHub, VS Code, IntelliJ, Postman, Figma, Windows, macOS, AWS, Ticketing Systems

IT Support: Troubleshooting, Hardware Setup, System Imaging, Networking Fundamentals