

Jazer Linares

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Objective Statement

- An accomplished Software Engineer driven to forge a lasting career in the industry, actively pursuing roles that encompass front-end and back-end development, full-stack expertise, and software application development.

Skills

- JavaScript | C# | Java | C++ | Python | HTML | CSS | Lua | PHP | MySQL | Node | Express | React | jQuery | Git | AWS - All intermediate proficiency or above
- Unit Testing | OOP | Scrum | OWASP | VMWare | Kali
- Microservices | Frontend | Backend | Full-Stack | Database Management | English, Spanish – Both fluent proficiency or above

Education

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|--|---|--------------------|--------------------------|
| Bachelor of Science | <u>University of North Carolina at Charlotte</u> | Charlotte, NC, USA | 08/2018 - 05/2022 |
| <ul style="list-style-type: none">• Major in Computer Science <p>Concentration: Software Engineering</p> <p>Relevant Coursework: Intro to Operating Systems and Networking, Logic and Algorithms, Intro to Information Security and Privacy, Intro to Computer Science I, Data Structures and Algorithms, Intro to Computer Architecture, Software Engineering, Web App Design and Development</p> | | | |
| Associate in Arts | <u>South Piedmont Community College</u> | Monroe, NC, USA | 08/2017 - 05/2021 |
| <ul style="list-style-type: none">• Major in Art <p>Relevant Coursework: Intro to Computer Science II, Intro to Business Computing</p> | | | |

Projects

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|--|----------------------------------|--------------------|--------------------------|
| Sound Engineer | <u>Holy Grounds</u> | Charlotte, NC, USA | 08/2021 - 12/2023 |
| <ul style="list-style-type: none">• Directed the development and seamless integration of audio elements into projects utilizing Unity and C# programming.• Created Kanban boards to keep track of features that needed further testing and reworking as well as issues and bugs discovered.• Contributed to the development of story components and mission creation for the project.• Facilitated and guided presentations and discussions pertaining to features. | | | |
| Programmer | <u>Among Us Ninja Mod</u> | Charlotte, NC, USA | 04/2021 - 05/2021 |
| <ul style="list-style-type: none">• Formulated the central role of the project and established action for a feature utilizing the Reactor API within the C# framework.• Contributed to the development and seamless integration of an additional role and the implementation of invisibility mechanics.• Spearheaded and conducted presentations and meetings on behalf of the team. | | | |

Experience

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|---|--|--------------------------|
| Customer Service Agent/Lead | <u>Envoy Air</u> | 10/2023 - Present |
| <ul style="list-style-type: none">• Manage teams of different sizes to guarantee punctual adherence to flight schedules on a daily basis to meet monthly and yearly goals.• Guide passengers to their flight destinations and potential connections by leveraging database coding to ascertain the passenger capacities of every flight and facilitate rerouting through the most efficient means available.• Demonstrate best safety and security practices, as described by the American Airlines EGOM manual, through airport checkpoints and scanner system flight integrity.• Participate in routine safety and security meetings to determine how to combat potential threats to employee biometrics, sensitive security information, and possible insiders or attackers.• Leverage database knowledge using commands to adjust passenger reservations and booking information. | | |
| Captain | <u>Bellhop</u> | 04/2021 - 07/2023 |
| <ul style="list-style-type: none">• Led a team of up to 7 members to execute seamless customer transitions between residences, optimizing efficiency and customer satisfaction.• Submitted, reviewed, and completed tickets regarding move day procedures and complications through Slack while directly communicating with customers and management.• Provided management with valuable insights and real-world examples of software features and possible vulnerabilities, contributing to the improvement of both professional and customer travel mileage calculation and payment on travel experiences. | | |
| Assistant Manager | <u>Swim Club Management Group</u> | 07/2017 - 08/2019 |
| <ul style="list-style-type: none">• Streamlined team schedules and resource allocation, optimizing workflows and ensuring optimal performance and utilization.• Oversaw and coordinated a diverse team, fostering effective communication and collaboration to achieve common goals.• Liaised with staff, customers, and management, demonstrating strong communication skills in facilitating smooth operations.• Resolved operational challenges creatively and efficiently, exhibiting strong problem-solving capabilities in case of a life-threatening emergency. | | |