

# Jeremy Cook-Williams

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(617)-877-0246

## Skills

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- Proficient: Oracle SQL, C/C++ and Python programming; can write, test, and debug
- Familiar: JavaScript, HTML, CSS
- Experience with Windows, Linux, MacOS, virtualization, Visual Studio, Salesforce, Jira, Confluence, Adobe Photoshop, Microsoft Word, and Excel
- Experience working in groups, and individually
- Experience working in an Agile structured team
- Organized, efficient, analytical, and detail oriented
- Able to simply communicate complex technical information
- Patient when interfacing with clients
- Basic computer repair, assembly and configuration

## Education

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University of Massachusetts Lowell, Lowell Massachusetts

**Bachelor of Science, Computer Science; Minor in Mathematics**

May 2019

GPA: 3.135

## Professional Experience

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PatientKeeper, Waltham, MA

October 2019 - October 2021

Technical Support Systems Engineer

- Worked closely with both QA and development to provide troubleshooting solutions
- Used SQL to troubleshoot database related issues
- Communicated with medical providers and hospital IT to find solutions
- Worked completely remotely since March 2020

Robin's Pampered Pets, Newton, MA

Summer 2012 - October 2019

Pet-care Associate

- Assist in management of the business including: depositing checks and cash, keeping balance, organizing work schedules, and caring for animals
- Communicate with clients about their pets, as well as facilitate drop-offs and pick-ups of animals