

Phoenix, Arizona
4804079131

Jacob Heathcoat

jh.heathcoat@gmail.com
<https://github.com/Jheathc1>

Education

Tempe, AZ	Arizona State University	Aug 2021 - May 2025
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| <ul style="list-style-type: none">• BS in Software Engineering. | GPA: 4.0 |
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Work Experience

Network Operations Engineer	Cox Communications	May 2021 - Present
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- Phoenix, AZ
- Redesigned and built network infrastructure, focusing on network reliability and repairs.
 - Used monitoring tools to identify and fix network problems proactively, keeping systems running smoothly and preventing outages.
 - Trained new team members and created easy-to-follow documentation, helping them quickly learn the ropes and become more effective.
 - Solved complex signal problems for both RF and optical systems, ensuring reliable network performance across different technologies.

Core Technology Technician	Cox Communications	Jan 2012 - May 2021
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- Phoenix, AZ
- Installed and configured residential broadband services including fiber/coax internet, home security systems, cable TV, and phone services.
 - Provided technical troubleshooting for service issues through both remote support and on-site visits.
 - Trained and mentored new technicians on installation procedures and troubleshooting methods.
 - Stayed current with broadband technologies and security systems to ensure quality service delivery.

Technical Skills

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- Programming Languages: Java, C++, Javascript/Typescript, SQL, HTML/CSS, Swift, SQL
 - Software Development: Agile, OOP, SDLC
 - Tools: Git, Gradle, Maven, CI/CD
 - Frameworks: React/React Native, Vue.js, Node.js, Spring Boot

Projects

Island of Shared Meaning

<https://apps.apple.com/us/app/island-of-shared-meaning/id6738144776>

- Worked with a scrum team to develop a therapy application for Silicon Valley Therapy.
- React Native, SQL, Javascript.