Jacob Lausier

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Summary:

Results-oriented Software Engineer with experience in designing and deploying scalable web applications. Backed by a Full Stack certificate from UCF, I have a strong foundation in programming and a methodical approach to debugging and problem-solving. I am committed to delivering high-quality, maintainable code and learning new technologies quickly to meet team goals. I aim to build a long-term career by delivering high-performance software solutions and consistently advancing my technical expertise within a collaborative team.

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Skills

Technical Skills

- **Programming & Data:**
  Python, JavaScript, HTML, CSS, SQL, Regex (Foundational)
- **Data & Systems:** Data Ingestion concepts, structured/unstructured data handling, log review, system monitoring fundamentals
- **Testing / Investigation Mindset:**
  Black-box testing, smoke testing, ad-hoc testing, regression concepts, defect tracking, test case creation, acceptance criteria validation
- **Methodologies:**
  SDLC, Agile/Scrum, QA documentation standards, process improvement
- **Additional Skills**
    - **Management:** Experienced in team supervision, operational management, and staff training
    - **Administrative:** Proficient in budgeting, scheduling, inventory management, and contract negotiation
    - **Customer Service:** Exceptional communication skills, adept at resolving issues and ensuring customer satisfaction
    - **Leadership:** Skilled in leading projects and working effectively in team environments
    - **Analytical Skills:** Capable of breaking down complex problems, using quantitative analysis for decision-making
    - **Flexibility:** Comfortable adapting to dynamic and ambiguous situations

Experience

Server

Olive Garden – ChampionsGate, FL
October 2023 – Present

- Respond to real-time operational incidents, rapidly identifying issues and prioritizing resolutions to minimize customer impact.
- Follow established procedures and service standards consistently in a high-volume production environment.
- Accurately process and document transactions, maintaining data integrity across POS systems.
- Communicate effectively with multiple teams to troubleshoot issues and restore normal operations.
- Identify recurring issues and recommend workflow or process improvements to reduce repeat incidents.

Engineering-Relevant Experience

Incident triage • Prioritization based on user/business impact •Team collaberation • Real-time problem response

Bartender / Server Gaylord Palms Resort & Convention Center (Marriott)
November 2022 – June 2023

- Supported daily operations while adhering to strict Marriott compliance and quality standards.
- Processed system-based transactions with a strong focus on accuracy and reconciliation.
- Assisted in onboarding and training staff on operational procedures and service standards.
- Managed competing priorities under pressure while maintaining attention to detail and service continuity.

Engineering-Relevant Experience: Operational Compliance • Professional presence • Monitoring environment activity • Accuracy under pressure

Restaurant Manager

The Grove Resort & Waterpark – Winter Garden, FL
March 2021 – November 2022

- Led daily operations with responsibility for enforcing SOPs, quality controls, and operational consistency.
- Performed root cause analysis on recurring operational issues and implemented corrective actions to prevent recurrence.
- Built and maintained Excel-based tracking tools for scheduling, inventory, and financial data analysis.
- Coordinated across departments to resolve issues and maintain uninterrupted service delivery.
- Reviewed incident trends and performance metrics to drive efficiency and quality improvements.

Engineering-Relevant Experience: Root Cause analysis •Process optimization •Documentation and reporting • Team leadership • Risk awareness