Terrence Jackson

ABOUT

Results-oriented software developer with a proven track record in automating processes, resolving urgent issues, and collaborating with cross-functional teams. Strong attention to detail and a commitment to delivering high-quality solutions and continuous improvements. Possesses a strong analytical mindset for uncovering patterns, detecting anomalies, and making data-driven decisions.

EXPERIENCE

Programming Analyst— *MyCompany* **(2022 - current)**

- Develop and enhance scripts to improve automation processes, resulting in increased efficiency and time savings.
- Restructure, streamline, and document scripts to enhance efficiency and maintain comprehensive documentation
- Conduct data analysis and reporting using Python and SQL, ensuring accurate and reliable insights for stakeholders and decision-making.
- Prioritize and manage tasks via ticket board, resolving urgent tickets, fulfilling report requests and resolving issues promptly.
- Collaborate with cross-functional teams, including helpdesk, legal, client relations, and data management, to resolve issues and enhance processes.
- Investigate and resolve script errors and bugs affecting system functionality, utilizing problem-solving skills.
- Identify opportunities for process improvement and automation, streamlining workflows and enhancing productivity.
- Manage file movement, downloads, uploads, and organization tasks, ensuring proper handling and accessibility.

EDUCATION

University of Maryland Global Campus, *Online* **(2022-current)**
CUMULATIVE GPA: 4.0
Expected Graduation: March 2025
BS in Computer Science

Community College, *MyCity* **(2018-2021)**
CUMULATIVE GPA: 3.96
AS in Computer Programming C++, AS in Computer Science

CONTACT

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SKILLS

Python, C/C++, Java
SQL Server Manager, T-SQL
Git for Windows, SourceTree
Atlassian: Jira, Bitbucket
Filezilla, CoreFTP
Powershell, Windows CMD scripting
Adaptability
Application development and improvement
Collaboration, teamwork
Data analysis and reporting
File management
Organization
Problem-Solving
Strong Work Ethic
Task prioritization
Time management

RELEVANT COURSEWORK

2024
CMSC 307: Artificial Intelligence Applications
CMSC 335: Object-Oriented and Concurrent Prog.
SDEV 300: Building Secure Python Applications

2023
CMSC 330: Advanced Prog. Languages, A
CMIS 330: Software Eng Principles & Techniques, A
CMST 308: User Experience and Interface Design, A
CMIS 242: Intermediate Programming with Java, A