

JARED CAPPA

<https://github.com/bohonjar>
<https://bohonjar.github.io/Portfolio/>

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Gallatin, TN 37066



SUMMARY

Recent Software Development graduate with a strong foundation in software design, development, testing, and IT systems. Eager to contribute technical, analytical, and programming skills in a software developer or IT support/engineering role. Detail-oriented and solutions-driven, with a commitment to clean code, system reliability, and continuous learning. Explore my GitHub as well as my portfolio above to see hands-on projects showcasing my technical capabilities.

EDUCATION

Grand Canyon University

Bachelor's Degree in Computer Science
Major: Software Development
2020-2024

TECHNICAL SKILLS

- Programming Languages: C#, Java, JavaScript
- Web Development: HTML, CSS, ASP.Net, Spring Boot
- Tools: Visual Studio/Visual Studio Code, Eclipse, Kali Linux/Unix
- Project Management: Leadership, Time Management
- Data Analysis: Algorithms, Data Structures
- Networking: Networking, Virtual Machinery
- Software: Microsoft 365, .NET

COMPETENCIES

- Code & Project Organization
- Analytical Problem Solving
- User-Focused Technical Support
- Detail-Oriented Development
- Collaborative Teamwork
- Technical Conflict Resolution
- Time & Task Management
- Continuous Learning & Improvement

PROFESSIONAL EXPERIENCE

Customer Service Representative

URBANEX | JULY 2024 - PRESENT

- Provided high-level customer service and account management support at the corporate level, handling escalated customer complaints and complex issue resolution with professionalism and efficiency.
- Managed and processed advanced billing operations, including returns, chargebacks, and batch submissions across all operational cities, ensuring accuracy and timely execution.
- Acted as the primary IT support contact in the absence of a dedicated IT team, successfully resolving technical issues across hardware, software, and network systems.
- Diagnosed and resolved system-related problems for team members, including login/access issues, connectivity errors, and application malfunctions.
- Maintained and monitored office networks to ensure stable internet and system connectivity for all departments.
- Provided hands-on support for hardware setup, troubleshooting, and maintenance, including printers, computers, and mobile devices.
- Assisted with software deployment, updates, and user training across various departments to ensure smooth integration and operation.
- Recognized for a proactive, solutions-driven mindset and the ability to communicate technical information clearly to non-technical users.
- Demonstrated strong multitasking abilities, balancing customer service responsibilities with technical support tasks in a fast-paced corporate environment.
- Seeking to apply this unique blend of customer-facing and technical experience in a dedicated Software/IT role.

Escalations Coordinator

Global Lending Services | March 2024- July 2024

- Resolved complex customer escalations by applying deep knowledge of internal systems, loan processes, and compliance policies.
- Investigated and tracked root causes of technical and procedural issues, contributing to long-term process improvements.
- Managed backend tasks such as insurance claims and product cancellations with accuracy and attention to detail.
- Collaborated with leadership to address high-impact cases and improve customer support strategies.
- Delivered consistent, customer-focused support while maintaining ownership of cases through to resolution.