

# Jeremy Latham

---

Raleigh NC, 27606 ♦ (252) 947-0388 ♦ Jeremy.Latham.JJL@gmail.com

## EXPERIENCE

**Analyst (Cloud Support Engineer)**, February 2021 to January 2024

**HCL America** - Cary NC

- Achieved top performance in exceptional customer support by addressing inquiries and concerns in a timely and professional manner utilizing the ServiceNow platform.
- Solved complex problems by conducting technical troubleshooting to evaluate root causes, leading to diagnosing and implementing effective solutions to resolve system issues efficiently.
- Demonstrated strong communication skills by effectively conveying complex technical information to diverse audiences.
- Building and maintaining cloud infrastructures using AWS, Azure, and GCP.

## PROJECTS HIGHLIGHTING SKILLS

**Recipe Management Website/Database - PHP, JavaScript, and HTML**

- Engineered a robust database-driven web application, leveraging PHP to seamlessly integrate with the database, allowing for efficient and secure data storage, retrieval, and manipulation.
- Efficient utilization of sorting, searching and filtration algorithms.
- Adopted an iterative development approach to continuously improve and refine the web application, incorporating classmate feedback for updated requirements.

**Y86 Simulator - C++**

- Developed a comprehensive understanding of pipeline architecture through the creation of a Y86 simulator, showcasing expertise in low-level system design and implementation.

**Text Based Adventure Game - Java**

- Adopted version control practices using Git to manage code changes, track project history, and facilitate collaboration among team members, ensuring code integrity and project organization.
- Implemented a modular code architecture using object-oriented principles in Java, allowing for easy maintenance, scalability, and extensibility of the game's components and systems.

## EDUCATION

**Bachelors of Science:** Computer Science, December 2020

**Appalachian State University** - Boone NC

Chancellor's List - Cum Laude