

Jacqueline Sayre
Payson, AZ
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SUMMARY:

Full Stack Developer with a strong foundation in JavaScript, Node.js, and React. Seeking to leverage my skills to contribute to the success of a team by delivering high-quality, user-friendly web applications.

SKILLS:

- React, RTK, JavaScript
- Node.js, Express, Passport, Mongoose, MongoDB, Socket.io, REST
- HuggingFace, Ollama, prompt engineering
- Git, GitHub, GitLab, CICD
- Agile, Scrum
- PowerShell, ServiceNow, LDAP, Active Directory, VMWare, Windows Exchange and Sharepoint Server, Linux servers, Cisco Networking and Routers
- Server/Computer, Point of Sale and telecommunications hardware

PROFESSIONAL EXPERIENCE:

July 2022 – August 2025 (Persevere) Instructor's Assistant (Full Stack)
Goodyear, AZ

- Worked with Instructor to create new curriculum to be used for all classrooms in organization
- Daily debugging of various site issues including C, JavaScript, React, RTK, Axios, Node.js Express, Passport, Socket.io, PowerShell, Git, GitLab, Windows, Ollama, VS Code and various Instructor hosted APIs
- Setup Ollama, local models and integrated Ollama API into existing full stack applications
- Worked in a team using Git and Agile to solve a real world problem, building a full stack CRM application in MERN, RTK and Passport with a login, signup, dashboard, reporting, account, task and donation management
- Won the organization's first ever hack-a-thon with an ITSM application to solve site issues
- Participated in daily stand-ups, sprint planning, retrospectives and other Agile ceremonies

July 2019 – August 2022 (Televerde) Service Desk Analyst L2
Phoenix, AZ

- Technical support for Salesforce, O365, and Active Directory, resolving issues related to CRM systems and user productivity
- Configured and maintained infrastructure components including servers, workstations, and wireless networks
- Configured hardware upgrades and installations, debugged Citrix environments, monitored system performance
- Documented problems, solutions, and outcomes for training and reference purposes

April 2018 – August 2018 (Marriott Vacations Worldwide) Lead Systems Support Analyst
Lihue, HI

- Daily operational support of IT systems for all software, hardware, networking related issues
- Maintained Active Directory Build OUs, installed networking IDF closets
- Managed Windows 7/10/2008(server) images for multiple sites, utilized AD/group policy to support and secure clients and SCCM client install startup scripts
- Support of BitLocker encryption key storage, backup, and recovery

Summer of 2018 (CVS) Network Analyst (Cisco VoiP)
Scottsdale, AZ

- Configure voice gateways, correct dial-peer issues, resolve route pattern issues
- Install, maintain, and upgrade of Cisco Call/Communications Manager software, hardware setup and testing, remote monitoring, and integration via LDAP synchronization
- Implement, support, troubleshoot, and upgrade of VoiP systems

May 2016 – May 2018 (loanDepot) Senior Desktop Analyst
Scottsdale, AZ

- Remote/desktop support for desktop OS, Citrix and Windows virtual environments
- Exchange/Office 365 support, and administration, migration from Exchange to O365
- Software deployment in SCCM
- Created PowerShell scripts to streamline new hire on-boarding process by eliminating manual user configuration of 5,000+ Active Directory users and GPO's
- Creation and maintenance of training documentation

March 2015 – May 2016 (El Pollo Loco) Help Desk Analyst II
Costa Mesa, CA

- Extensive troubleshooting of MICROS hardware POS systems and peripherals
- Remote support for Windows based POS and BOH systems
- Client/server software application and hardware support for over 440 locations
- Revamped system wide training documents, troubleshooting guides, hardware specifications page, driver updates
- For New Restaurant Openings, served as first point of contact for onsite engineers, updated imaging/staging of all servers and terminals, managed user domain accounts, worked with cross functional departments to ensure efficient NRO

EDUCATION and CERTIFICATIONS:

Full Stack Web Development – Persevere

CCNA, Collaboration – Cisco Learning Network (In progress)

Associates of Science, Computer Networking Systems – ITT Technical Institute (Corona, CA)