

Jake Dombrowski

IT Professional

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Profile:

Experienced Engineering and Maintenance Technician with a strong background in customer service and technical support. Current Computer Science student with a focus on Software Development. Eager to apply IT skills to contribute to dynamic work environments and drive efficiency.

Skills:

Vendor Management • C# • JavaScript • Python • SQL • Microsoft Office Suite • Google Suite • HTML and CSS • Bootstrap • Tailwind • Data tracking and analysis • Computerized maintenance management systems • Software applications • Written and verbal communication • Teamwork • Professionalism • Quick learner • Leadership

Education

Associate of Applied Science, Software Development - Ivy Tech Community College – Lake County, IN

Anticipated Graduation: 2024

Technical Certification, Software Engineering - Eleven Fifty - Indianapolis, IN

August 2021 to December 2021

Certifications and Licenses:

MTA: Software Development Fundamentals - Certified 2021

Work Experience

(for more detailed work responsibilities check this google doc – [Google Doc](#))

Engineering and Maintenance Technician Level II | Lineage Logistics - Lafayette, IN

May 2022 to April 2023

- Utilized computerized maintenance management system (CMMS), electronic process safety management (ePSM), and other software applications to track and manage work orders (WOs) completed and outstanding.
- Utilized Workday to manage and track requisitions and create purchase orders (POs) for necessary parts and materials.
- Managed vendor relationships and solicited quotes for repairs or parts as necessary. Scheduled vendor services and coordinated with internal teams to ensure work was completed as needed.
- Performed installation, maintenance, and repair of machinery, equipment, physical structures, plumbing, and electrical systems in accordance with safety protocols.

Production Engineer/Maintenance | Aquagenics Technologies - Michigan City, IN

March 2020 to March 2021

- Supervised the manufacturing process and ensured that all work was performed with strict adherence to safety protocols and quality standards.
- Assembled new production lines and retrofitted existing lines to optimize efficiency and output.
- Troubleshoot and repaired mechanical, electrical, pneumatic, and hydraulic systems to maintain uninterrupted production.

Crew | Harbor Country Adventures - Michigan City, IN

July 2019 to September 2019

- Conducted pre and post-voyage inspections to identify any maintenance or repair issues and made necessary repairs to ensure safe and reliable operation of the vessel.
- Ensured compliance with all applicable safety regulations and policies, including maintaining proper safety equipment and conducting safety drills and training for passengers and crew.
- Conducted routine maintenance and repair tasks on the vessel's interior and exterior.
- Coordinated with other crew members to ensure proper communication and teamwork to achieve operational and customer service goals.

Delivery/Pressmen | Accucraft Imaging Inc. - Hammond, IN

January 2019 to June 2019

- Utilized forklift to load and unload products from semis and racks efficiently.
- Collected and inspected random samples during print runs to identify any necessary adjustments to ensure quality control
- Examined job orders to determine quantities to be printed, stock specifications, colors, or special printing instructions to meet customer requirements.

Sales | A Pop Above - San Francisco, CA

February 2018 to August 2018

- Executed daily opening and closing procedures to ensure efficient operations.
- Utilized upselling techniques to increase revenue and provided training to other employees on effective sales strategies.
- Achieved record-breaking sales figures for the company by maximizing sales during events.
- Developed sales targets and strategies to surpass sales goals and maximize profit margins during events.
- Managed food preparation, including ordering ingredients and cooking when required.

Store Manager | Broken we can fix it - Century City Mall - Los Angeles, CA

July 2017 to February 2018

- Provided exceptional customer service by cordially greeting and assisting customers while promptly responding to customer inquiries and complaints.
- Directed and supervised a team of employees engaged in sales, inventory-taking, cash receipts reconciliation, and customer service.
- Monitored sales activities to ensure that customers received satisfactory service and high-quality goods and promptly resolved any issues or complaints.
- Managed inventory stock and ensured that goods were reordered promptly when inventory levels dropped below a specified threshold.