JACKSON SMITH

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EDUCATION

Carleton University - Bachelor of Computer Science Honours   Graduated: December 2023

TECHNICAL SKILLS

Programming Languages | JavaScript, Java, C++, C, Python, Powershell
Technologies | React, Express.js, Node.js, REST API, MongoDB, MySQL, Azure, Linux, Agile, Scrum, TDD, BDD
Developer Tools | Git, GitHub, Postman, Jira, Azure DevOps

EXPERIENCE

IT Support Student | Tomlinson Group of Companies   *May 2023 – Sept 2023*

- Played a pivotal role in creating in-house automation scripts and migration tools using Azure DevOps, enabling streamlined and efficient IT operations.
- Developed scripts utilizing **Python** and **Powershell** improving task automation, reducing manual efforts and enhancing productivity across the team by **98%**.
- Utilized Microsoft Endpoint Configuration Manager to efficiently provide remote user assistance and troubleshooting. This approach significantly enhanced user satisfaction, reduced downtime, and improved overall system stability.
- Successfully managed and maintained Active Directory, including user account management, group policy administration, and security protocols.
- Leveraged IT Service Management (ITSM) tools to efficiently handle incident, problem, and change management, ensuring minimal disruption to business operations.
- Conducted **30+** onboarding and end-user training sessions on IT tools and best practices.

PROJECTS

Contracting Website | Freelance Development Contract   *Next.js*

- Conceptualized, designed, and implemented a professional website using Next.js for a prominent Ottawa-based contracting business specializing in comprehensive home renovations, establishing a robust online presence.
- Implemented responsive web design principles to ensure optimal user experience across various devices, aligning with industry best practices and enhancing the site's accessibility for a diverse audience.
- Integrated client engagement features, enabling seamless communication between the contracting business and prospective clients. This includes intuitive contact forms, ensuring a user-friendly and efficient means for clients to express their renovation needs.
- Employed SEO best practices to enhance the website's visibility and accessibility on search engines, optimizing the platform to attract a broader audience and strengthen the business's online reach within the local market.

IMDB Top Movies Web Scraper | Personal Project   *Javascript | Node.js | Express.js | React.js | MongoDB*

- Engineered a MERN stack web scraper, successfully processing over 1000 movies from IMDb, and integrated user registration and login functionality, enhancing personalization and security for hundreds of users.
- Designed an intuitive user interface, enabling dynamic filtering and powerful search across thousands of movie records, improving the movie discovery process by **50%** and enhancing the overall user experience.
- Developed a robust analysis module, generating insightful summaries for each of the top 1000 movies, leveraging IMDb statistics to provide a comprehensive overview, leading to a **30%** increase in user engagement.
- Implemented meticulous error handling, validation mechanisms, and secure user authentication, ensuring data accuracy and reliability for over 1000 movie records, and maintaining persistent user sessions for hundreds of users, enhancing trust and user retention by **40%**.

Microcurrent Technology (MCT) Device Simulator | Academic Team Project   *C++ | Qt*

- Assisted in engineering software to emulate critical operations utilized by a medical device, encompassing the meticulous simulation of battery level utilization, therapy duration, power modulation, electrode contact toggling on/off the patient's skin, and the provision of up to four distinct therapy options across diverse frequencies. Further, architected software infrastructure to meticulously log and archive comprehensive therapy histories.
- Spearheaded and facilitated weekly team meetings adhering to Agile methodology, orchestrating seamless collaboration among cross-functional teams to ensure the expeditious attainment of project milestones, fostering an environment of cohesion and productivity.
- Assumed a pivotal role in the development of the Graphical User Interface (GUI) functionality, assuming end-to-end responsibility for its conception and refinement. Additionally, orchestrated comprehensive use case testing procedures, validating the software's functional robustness. Contributed to the project's conceptual clarity by formulating intricate UML, sequence, and activity diagrams, enriching the understanding and documentation of embedded software intricacies.