Jacob I. Baldwin
Software Developer
American Fork, Utah

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Education:

Mountainland Technical College – Lehi, UT
Certificate of Web Programming & Development (Class of 2019)
Front-end developer training to proficiency in the latest industry technologies and standards for web application development, hosting, and maintenance; some of which include:

- HTML
- CSS
- JavaScript
- TypeScript
- LESS
- SASS
- Bootstrap
- Angular
- React
- Node.js
- AWS
- PostgreSQL
- MongoDB
- Git
- Unix-based command line

American Fork High School – American Fork, UT
Diploma with Honors, 3.85 GPA (Class of 2015)
High school education including several extracurricular activities and honors courses.

Employment:

Solutionreach Inc. – Lehi, UT
Technical Support Specialist (July 2019 - present)
Providing over-the-phone technical support through the integration and maintenance of company software with practice management software used by clients. Large focus on work with client servers (remote access), database connections, high-level problem solving & technical expertise.

ArbiterSports, LLC – Sandy, UT
Development & QA Intern (October 2018 - March 2019)
Working with the development and QA teams in an agile-based (scrum) work-environment to continually test, improve and maintain the company's web-based product. Mainly QA oriented, with a focus on manual testing and occasional SQL database queries to verify data input.

Vivint Smart Home – Lindon, UT
Account Creation Specialist (April 2018 – July 2018)
Answering inbound calls from summer sales representatives and assisting with information entry and account set up for new customers, including property ownership verification and credit checks for company financing. Required high-level communication and multitasking skills.

Young Living Essential Oils – American Fork, UT
Member Services Representative (March 2017 – August 2017)
Answering inbound calls from company members and prospective members and assisting with new account setup, order placement, account updates and maintenance, and processing PCI-compliant over-the-phone payments. Required high-level communication and multitasking skills.