+447444203226　　　　　　　　　　**Jacob Phillips**　　　　　　　　jacobrphillipsdev@gmail.com

EMPLOYMENT EXPERIENCE

Software Engineer, TIDE Services, Huntingdon, England, United Kingdom　　　　October 2023 – April 2024

- **API Development:** Developed RESTful APIs in C# interfacing with Twilio's SendGrid API, improving email delivery speed, streamlining support processes, and reducing costs.

- **Enhanced Website Performance:** Conducted root cause analysis and corrected faulty Redis cache execution, improving website performance by 30% and reducing CPU utilization for RDS database instances by 21%.

- **Collaborative Design:** Worked closely with senior software engineers and product managers to define software architecture and design, translating application requirements and user stories into functional applications.

- **Quality Assurance Support:** Developed unit and integration tests with xUnit, conducted load testing with JMeter and Postman, and performed end-to-end testing with Selenium, improving application stability and test coverage.

- **Security and Functionality Upgrades:** Rewrote Python AWS Lambda functions in C# to address deprecated security support, deploying to AWS via Azure DevOps, enhancing application security and functionality.

Aviation Electronics Technician, United States Air Force, RAF Mildenhall, United Kingdom.　　July 2019 – July 2023

- **Critical Gearbox Malfunction Resolution:** Utilized electronic diagnostic tools and system knowledge to resolve a critical gearbox malfunction, preventing $2 million in potential losses and earning the 2021 Lieutenant General Leo Marquez Award.

- **Data Management:** Managed and recorded flight data and maintenance logs for a $1.1 billion CV-22B Osprey fleet, ensuring accurate data input for over 658 sorties and 2,300 flight hours.

- **Navigation System Fault Remediation:** Led the remediation of a data-bus fault causing navigation failures, achieving a 72% 12-hour repair rate, the highest in Air Force Special Operations Command.

PORTFOLIO (jacobrphillips.dev)

- **Technology Blog** (jacobrphillips.com)
    - Full-stack application built with ASP.NET Core MVC and Postgresql, serves as the official website for my Youtube channel dedicated to the exploration of programming and technology.

- **Instructor Hub** (Github: Repo, Website: instructor-hub.com)
    - Customer Relationship Manager built in React, Node.js with Express in a team of six developers utilising Github Actions, Kanban, and agile methodology.

SKILLS

- **Programming Languages:** C#, .NET, Python, TypeScript, JavaScript
- **Web Development:** ASP.NET Core MVC, HTML/CSS, React, Node.js
- **Databases:** SQL, PostgreSQL, Redis, Microsoft SQL Server
- **DevOps and Tools:** Azure DevOps, Git, Docker, Visual Studio, Azure Pipelines, AWS
- **Testing and QA:** xUnit, JMeter, Postman, Selenium
- **Soft Skills**: Problem-solving, analytical thinking, excellent communication, collaborative

EDUCATION

Bachelor of Science in Computer Science, Oregon State University, Corvallis, OR　　　　2023 – Expected 2025
- Current GPA: 3.73/4.0
- Minor in Economics