Jae'da C. Williams

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EDUCATION

Valdosta State University, Valdosta, GA   *August 2020 - May 2024*
- *Bachelor of Science (BS)*
- Major: Information Technology

WORK EXPERIENCE

State Farm   *May 2022 - Present*
Mid Level Software Engineer; Hybrid 40 hrs/wk

- Developed and maintained insurance applications using Guidewire (PolicyCenter, BillingCenter, or ClaimCenter) with Gosu scripting and Java.
- Participated in full software development lifecycle (SDLC) including design, coding, testing, debugging, and deployment.
- Collaborated with cross-functional teams including business analysts, testers, and architects to deliver scalable software solutions.
- Implemented integration solutions via REST/SOAP APIs and worked with enterprise service buses (ESBs).
- Wrote and maintained unit and integration tests to ensure code quality and system reliability.
- Contributed to Agile ceremonies (daily standups, sprint planning, retrospectives) and followed Agile/Scrum methodologies.
- Provided production support, troubleshooting issues, and implementing enhancements for Guidewire-based applicationss

Thrive   *Jan 2019 - May 2022*
Technical Support Engineer, Remote 40 hrs/wk

- Delivered remote and onsite technical support for client systems, including Office 365, VPNs, Citrix, and Active Directory.
- Resolved hardware, software, and network issues in Windows and macOS environments, improving system uptime and client satisfaction.
- Diagnosed and escalated complex incidents using remote monitoring tools, ensuring timely resolution aligned with SLA requirements.
- Installed, configured, and supported Microsoft Office applications and email clients, including Outlook and Exchange.

CERTIFICATIONS

Google Professional Cloud Architect   *Jan 2023*
CompTIA A+   *May 2024*

SKILLS

Frontend: Javascript, HTML/CSS, TypeScript, React.js, jQuery, Selenium, Tailwind CSS
Backend: Python, SQL, C#, Java, Jenkins, Gosu, Node.js, Express.js, C++, PHP
Tools: Git, GitHub, Visual Studio, Eclipse
Other Skills: CI/CD pipelines

PROJECTS

Bookstore E-commerce Website | JavaScript, HTML5, CSS3, React.js, Node.js
- Built a full-stack bookstore website with Firebase integration
- Implemented user authentication and secure checkout workflows

Automated Web Testing Suite | Git, GitHub, Selenium, Jest, Jenkins
- Created an automated UI testing suite
- Integrated with CI/CD pipeline to streamline release QA