


JAKE EDWARDS

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LANGUAGES AND FRAMEWORKS

- JavaScript
- ReactJS
- NextJS
- HTML/CSS
- Java
- Spring Boot

OTHER SKILLS

- Scrum
- Microservice Architecture
- Mandarin Chinese

EDUCATION

B.S. Software Engineering,
Minor in CIT
BYU-Idaho
April 2024
GPA: 3.97

IT Technician Program
Mountainland Technical
College 2016-2017

CERTIFICATIONS

- BYUI Full Stack Web Development
- CompTIA A+
- TestOut PC Pro
- TestOut Network Pro
- TestOut Security Pro

PERSONAL PROFILE

Software developer with experience in IT and application technical support. Adept at resolving complex technical issues and developing innovative frontend and backend systems. Strong advocate for seamless user experiences, with a proven ability to collaborate with cross-functional teams to deliver high-quality solutions.

RELEVANT EXPERIENCE

Support Technician III

Henry Schein One | Jun 2020 - Jul 2022, Aug 2024 - present

- Progressed from Tier 1 to Tier 3 through consistent high performance and technical expertise
- Investigated and resolved SQL database errors by using real-time log analysis techniques
- Used Windows command prompt to identify and resolve network concerns
- Increased efficiency by creating PowerShell scripts to automate common tasks
- Maintained a 99.3% customer satisfaction rate while reliably solving complex issues
- Trained dental offices on how to more effectively use software in order to maximize efficiency

Software Development Intern

Henry Schein One | Jul 2022 - Aug 2024

- Led development of a full-stack Next.JS web application, contributing to all lifecycle stages from requirements gathering to deployment
- Utilized Figma to create wireframes and mockups that ensured a cohesive and intuitive user experience
- Collaborated with product managers, designers, and stakeholders to refine features and prioritize development efforts
- Utilized agile methodologies to manage tasks, continuously improving the application's functionality and user experience
- Conducted code reviews/testing to ensure high quality and reliability
- Developed Spring Boot microservices by creating APIs with comprehensive test coverage, ensuring high-quality and reliable functionality.

Volunteer Missionary

The Church of Jesus Christ of Latter-day Saints | Oct 2017 - Oct 2019

- Worked with people from varying backgrounds in both English and Mandarin Chinese
- Responsible for maintaining and repairing computers, printers, networks and smart phones for 180 missionaries
- Analyzed office technology needs, then purchased equipment to maximize quality, productivity and ease-of-use
- Coordinated and led meetings, documented feedback, then programmed extensive changes to FreeEnglishClass.com.au using HTML, CSS, and JavaScript through cPanel
- Known for patience, persistence and clear communication of technical concepts