Jake Edwards

Technical Solutions Engineer – Healthcare | Salt Lake City, UT (Willing to travel)

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Education

Brigham Young University - Idaho   **2020-2024**

Major: Software Engineering | Minor: Computer Information Technology

Bachelor of Science (Magna Cum Laude) – GPA: 3.98

Skills Summary

Technical: SQL, PowerShell, Networking (TCP/IP, DNS), RESTful APIs, Log Analysis, Postman, VMWare, System Security, Salesforce, Jira, Git, Java (Spring Boot), JavaScript (React)

Domains: SaaS & CRM Platforms, Fintech, Healthcare, Data Synchronization, Workflow Automation

Soft Skills: Strategic Troubleshooting, Rapport Building, Cross-team Collaboration, Analytical Thinking, De-Escalation, Attention to Detail, Continuous Learner, Technical to Non-Technical Translation

Experience

Henry Schein One | Support Tech III   **2024-present**

- Served as the go-to expert within Support for revenue cycle management, data integrity, and infrastructure analysis cases, providing in-depth support to both internal employees and customers

- Performed advanced system installations for dental offices, proactively training offices and addressing concerns to ensure smooth launches and lasting client success

- Frequently assigned to escalated cases due to strong communication skills, attention to detail, and proven ability to resolve even the most complex issues

- Bridged Support and Development teams by diagnosing and reporting critical bugs, communicating findings, issue scope, and resolution plans to internal teams and clients

- Managed internal and external knowledge base documentation, creating clear feature guides, troubleshooting articles, and FAQs to support technicians and clients

Henry Schein One | Software Development Intern   **2022-2024**

- Led development of an enterprise React/Next.js application used for managing and troubleshooting electronic billing statements sent by ~38% of dental offices in the United States

- Coordinated multiple restructures for a high-traffic SQL database, bringing them in-line with 3NF standards and enabling development of new features

- Developed dozens of Java/Spring Boot API's, each with over 80% code coverage

- Revamped logging across multiple microservices, improving performance, enabling easier troubleshooting, and providing clear visibility into system issues

Henry Schein One | Support Tech I - II   **2020-2022**

- Maintained a 99.3% customer satisfaction rate while reliably solving complex issues

- Trained dental offices to more effectively use software in order to maximize efficiency

Certificates

BYUI Full Stack Web Development	2024
TestOut Network Pro - Link	2017
TestOut Security Pro - Link	2017
CompTIA A+ - Link	2017