Jake Shay

Computer Science Student

Skills

Experience

Education

Awards / Accomplishments

Jake Shay
410 Pennington Pl
Danville, CA 94526

206.313.1318
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Personal site: jakeshay.github.io

C, Java, Python, JavaScript, SQL, C++, NodeJS, PHP, Git, Matlab, HTML/CSS, Scala, OOD, Agile, Waterfall

USA Hockey / Internship - IT Technician
August 2020 - December 2020, Remote

- Provide help desk support and resolve problems to the end user's satisfaction
- Monitor help desk for tickets assigned to the queue and process
- Assist in management of hardware and software configurations and settings
- Perform timely workstation hardware and software upgrades as required
- Report issues to your supervisor for escalation
- Build user journeys for various online systems to aid in replacement process

Lake Valley Golf Club / Outside Staff
August 2019 - May 2020, Niwot, CO

Fulfill outside duties for private golf club. Primarily responsible for practice facility management and cleaning programs, maintain golf club assets including carts and equipment, and ad hoc service and support. Provide excellent service to members.

VMware / Intern Techops Engineer
June 2017 - August 2017, Palo Alto, CA

Summer intern for VMware providing daily support to the internal Techops team.

- Rack, cable, configure, and allocate servers/network/storage hardware for developer testing
- Monitor, document, report, and plan for proper operation of server and storage equipment including adequate power, rack space, and cooling requirements
- Troubleshoot urgent technical problems and provide on site solutions

University of Colorado Boulder / B.A. Computer Science   2016-2021

Expected graduation date: May 2021

Minors: Philosophy, Business

1st place in Business Venture competition.
2nd place in Software Dev. and Methods group project competition.

Highest chapter term GPA and highest probationary member term GPA as academic chair of Delta Kappa Epsilon fraternity.
Raised over $2000 for charity as the philanthropy chair of Delta Kappa Epsilon.