

# Jacob Allen

## Jr. Full-Stack Web Developer

Energetic, self-motivated and focused Web Developer with excellent communication skills. Organized and service driven. Fascinated by computers and how they work. Love problem solving. Dedicated to and passionate about improving my programming and technical skills.

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## PROJECT EXPERIENCE

### Park Locator (04/2021 - Present)

- A locator full-stack web application for all skateparks in Vancouver B.C.
- Features user accounts with full login & authentication. An interactive map detailing all skateparks in Vancouver. Users can save Skateparks to a favourites list. All skateparks feature a complete list of reviews pulled with the *Google Places API for Node.js*.
- *Tech Stack: Node/Express, React, Material-UI, BCrypt, PostgreSQL, Google Places & Maps API.*

### Patrr Chat (03/2021 - Present)

- Instant messaging React application. Users can form organizations, public channels and communicate instantly, publicly or privately.
- Features WebSockets allowing users to instantly send and receive messages with each other and *Firebase Authentication* for secure user registration & login.
- *Tech stack: Node/Express, React, Material-UI, Firebase, PostgreSQL, GraphQL, WebSockets.*

### Scheduler (02/2021 - 02/2021)

- React application allowing users to book and cancel interviews combining a concise API with a WebSocket server to build a real-time & interactive user experience.
- *Tech stack: Node/Express, React, HTML, CSS, PostgreSQL.*

### PasswordKeepR (01/2021 - 02/2021)

- Full-stack web application where users can create passwords for their organizations.
- Features user accounts with full login & authentication. Logged in users can create, edit and delete passwords shared across their organizations.
- *Tech stack: Node/Express, JQuery, HTML, CSS, PostgreSQL.*

## WORK EXPERIENCE

### IT Support Specialist

#### Eminence Organic Skincare

12/2019 - 11/2020

Vancouver

##### Highlights

- Automated repetitive IT Helpdesk tasks with PowerShell Scripting.
- Initial troubleshooting of internal business web applications. Escalation of all bugs discovered to the Software Development team using Jira.
- Ensured 100% problem resolution exceeding agreed SLA standards. Managed workstation remediation, software patches, updates, upgrades and backup jobs.

### Desktop Support Specialist

#### Insight

01/2019 - 11/2019

Vancouver

##### Highlights

- Delivered a high standard IT support at SAP Vancouver. Troubleshooted a broad range of IT-related issues, identified root causes, logged all support tickets.
- Troubleshooted all hardware and software related issues for all IT equipment.

### IT Store Support Specialist

#### lululemon

01/2018 - 03/2019

Vancouver

##### Highlights

- Effectively communicated complex technical concepts to non-technical end-users, improving ticket resolution times and customer satisfaction KPI's for the IT Helpdesk.
- Configuration and support of all POS IT equipment, POS software, POS SQL databases. SQL scripting to automate repetitive tasks.
- Created and maintained internal documentation. Improved readability, delivering an improved end user experience and reducing ticket loads on the IT Helpdesk.

## TECHNICAL SKILLS

### Languages

JavaScript, Python, C, Ruby, SQL, HTML, CSS, GraphQL

### Frameworks & Libraries

Node/Express.js, React, Flask, JQuery, Ruby on Rails, Bootstrap

### Miscellaneous

Git, GitHub, Jira, Scripting, Debugging, End to End testing, Unit & Integration testing, Storybook, VMWare, Vagrant, Docker

### Security

Injection & XSS prevention, Encryption, Backup Management, Disaster Recovery

### Operating Systems

Linux, macOS, Windows, Windows Server

### Other Technical Skills

Systems Administration, PowerShell, Bash, IT Documentation, TCP/IP, DNS, Servers, Product Training

## EDUCATION & CERTIFICATES

### Full-Stack Web Development

#### Lighthouse Labs - Diploma

12/2020 - 04/2021

Vancouver

##### Courses

- Intensive full-time Web Development Bootcamp.
- Centred around JavaScript with Node.JS & React.
- Computer Science foundations such as data structures & algorithms.
- Databases & data modeling, software architecture, automated testing & security.

### CS50x - Introduction to Computer Science

#### HarvardX - Verified Certificate

01/2020 - 11/2020

Massive Open Online Course

##### Courses

- Completion of 25+ problem sets & Web Development track.
- Developed a broad and robust foundation in computer science and programming.
- Portfolio of projects available on my GitHub.