Jacob Bailes

📍 Salem, Massachusetts, United States ✉ contact@jbailes.com 📱 781-513-1582 🔗 in/jbailes01 ☁ www.jbailes.com

SUMMARY

A tech-focused problem solver who genuinely enjoys building tools and systems that make life easier for people. I work across development and IT, and I take pride in supporting systems and people thoughtfully and patiently. I value clear communication, making complex things understandable, and creating solutions that not only work but are reliable and user-friendly. I'm constantly learning, improving, and finding ways to make technology smoother and more approachable for everyone I support.

EDUCATION

Bachelor of Science in Computer Science
Minor in Mathematics · Salem State University · Salem, MA · 2025
· Awarded Mathematics Achievement Award by NSCC Math Department

EXPERIENCE

IT Specialist – School District
Town of Georgetown, MA   **December 2024 – Present, Georgetown, MA**
· Troubleshoot, repair, and manage Chromebooks, PCs, Macs, Printers, Touchviews, Smartboards, phones and other classroom technology.
· Provide on-the-ground technical support through centralized helpdesk system for various hardware and software issues, ensuring smooth daily operations across the district.
· Provide Aspen SIS support, resolving access issues, managing security roles, and assisting staff, students, and parents with account troubleshooting.
· Remotely manage Active Directory and Mitel phone systems, including account and configuration management.
· Google Admin: Creating and managing accounts and devices, assigning OUs and configuring group-specific policies.
· Configure and troubleshoot switches and APs, manage Wi-Fi via xirrus.
· Developed and implemented custom internal tools and software.
· Set up & operated A/V systems for all school events and town meetings. Manage MediaMaster to display content throughout schools, and build town agendas in Meridia EZ-Vote software for town meetings/votes.

Sales & Digital Solutions Manager
Coffee Time Bake Shop   **February 2018 – December 2024, Salem, MA**
· Led and trained all sales personnel, optimized operations and improved efficiency
· Developed and proposed company website
· Spearheaded the integration of digital solutions, proposing online sales through company website

IT Specialist
House of Nerds   **May 2015 – January 2016, Oslo, Norway**
· Management & maintenance of PCs, Macs, and Gaming console inventory
· Assisted with software imaging, builds, and repair

SKILLS

IT Support & Operations:
Helpdesk Support, Troubleshooting (Hardware/Software/Network), Google Workspace, Asset Management, Repairs
Networking: Basic Networking (TCP/IP, DNS, DHCP), Wi-Fi & LAN Troubleshooting, DNS & Domain Management
Systems Administration: Windows Server, Jamf, Active Directory, Mitel Phone Systems, Aspen, Google Admin
Scripting & Automation: PowerShell, Bash, Batch Scripting, Command Line Tools

Software:
Languages: JavaScript, Python, R, Java
Frontend: React, Next.js, Tailwind CSS, Bootstrap
Backend & APIs: Node.js, Express.js, RESTful API design and integration, MongoDB
Data Analysis: Python (Pandas, NumPy), R (R Studio)
Cloud & DevOps: AWS (Lambda, S3, Amplify, DynamoDB, Route 53, CloudFront, IAM, CloudTrail), CI/CD pipelines
Tools & Workflows: Git, GitHub, Testing & Debugging, Agile workflows

PROJECTS

Software Engineer

MBTA App · main.d356nzcx62zjtr.amplifyapp.com/home

· Developed a comprehensive MBTA application using MERN (MongoDB, Express, React, Node) stack, enabling users to sign up, access live tracking, and view station alerts.
· Utilized MBTA Public API
· Implemented a review system, favorite feature, rating comments (thumbs up/down), and live tracking functionality.

Frontend Developer

Graphic Designer Portfolio · jbailes99.github.io/naashka/

· Designed and developed a visually engaging portfolio website that pays homage to the classic Windows 95 OS.
· Researched and utilized React95 to authentically replicate the retro aesthetic
· Collaborated with the client to align the website's aesthetics with their personal brand and vision.

Software Engineer

FitXpress · fitxpress.app

· Designed and implemented a cloud-native fitness application using AWS services, including Lambda, Cognito, DynamoDB, and Amplify.
· Developed user-friendly frontend with Next.js and React
· Created features for calculating body metrics and creating customized weekly exercise plans
· Data visualization for results
· Conducted testing and optimization to ensure high performance and scalability

INVOLVEMENT

Volunteer

Oslo, Norway · PUTE.INFO · August 2023 – September 2023

· Coordinated logistics for loading and dispatching trucks filled with essential aid to support humanitarian efforts in Ukraine.
· Collaborated with embassy representatives to facilitate the transition and resettlement process for Ukrainian refugees.
· Assisted in organizing community outreach initiatives to raise awareness and gather resources for local refugees.