Jacob Bailes

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SUMMARY

A dedicated and results-driven professional with a passion for technology, specializing in both development and IT solutions. Experienced in building innovative applications to solve problems, managing projects, and collaborating within a team to solve complex challenges. Committed to continuous learning, optimizing systems, and enhancing user experiences through evolving technologies and strategic problem-solving.

PROJECTS

Software Engineer

FitXpress · fitxpress.app
- *Tech Stack: Next.js, JavaScript, React, Tailwind CSS, AWS Lambda, Cognito, DynamoDB.*
- Designed and implemented a cloud-native fitness application using AWS services for authentication, serverless functions, and database management.
- Developed a responsive, user-friendly frontend with Next.js, React, and Tailwind CSS.
- Built features to calculate body metrics and generate customized weekly exercise plans for users.
- Implemented interactive data visualizations to display user progress and results.
- Conducted testing and optimized performance using AWS Lambda and serverless architecture to ensure scalability.

Frontend Developer

Graphic Designer Portfolio · naashka.com/
- *Tech Stack: React, React95, JavaScript, HTML, CSS.*
- Designed and developed a visually engaging portfolio website that authentically replicates the classic Windows 95 OS using component library React95.
- Implemented responsive UI components, animations, and layouts while preserving retro aesthetics and functionality.
- Collaborated closely with the client to align the website's look, feel, and user experience with their personal brand and vision.
- Configured project structure, built modular React components, and managed code using Git/GitHub for version control and collaboration.

Software Engineer

MBTA App · main.d356nzcx62zjtr.amplifyapp.com/home
- *Tech Stack: MERN (MongoDB, Express, React, Node), Bootstrap, MBTA Public API, JavaScript, HTML, CSS*
- Developed a comprehensive MBTA application enabling users to sign up, access live tracking, and view station alerts.
- Integrated MBTA Public API to provide real-time transit data.
- Implemented user features including reviews, favorites, ratings, and thumbs up/down comments.
- Built interactive live tracking functionality for transit vehicles.

EXPERIENCE

IT Specialist – School District & Town

Town of Georgetown, MA   December 2024 – Present, Georgetown, MA
- Provide technical support for 1,200 students and 300 staff across 4 schools, reduced weekly average tickets by ~75%.
- Managed Mitel VoIP phone systems & Active Directory, including account creation, configuration, and complex troubleshooting.
- Google Admin: Create and manage accounts and devices, assign OUs, and configure group-specific policies for staff and students.
- Develop and implement custom internal software solutions to meet district needs, streamline workflows, and reduce costs.
- Set up and operate A/V systems for school events, assemblies, and town meetings; manage MediaMaster digital signage across all district schools.
- Support Aspen SIS, PaperCut, Clever, and other school-specific platforms by resolving access, account, and technical issues for staff, students, and parents.

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

Technical Assistant

House of Nerds   May 2015 – January 2016, Oslo, Norway
- Managed and maintained networks and PCs, Macs, and gaming console inventory
- Assisted with software imaging, builds, and repair

EDUCATION

Bachelor of Science in Computer Science
Minor in Mathematics · Salem State University · Salem, MA · 2024 · 3.82
· Awarded Mathematics Achievement Award by NSCC Math Department

SKILLS

Software: JavaScript, Python, R, Java
Frontend: React, Next.js, Tailwind CSS, Bootstrap
Backend: Node.js, Express.js, RESTful API Design & Integration, MongoDB
Cloud & DevOps: AWS (Lambda, S3, Amplify, DynamoDB, Route 53, CloudFront, IAM, CloudTrail)
Tools & Workflows: Git, GitHub, CI/CD, Testing & Debugging

IT Support & Operations: Helpdesk Support & Troubleshooting (Hardware/Software/Network), User Account Management (Active Directory, Google Workspace), Asset Management, Printer & Peripheral Support, Remote Support Tools
Networking: Basic Networking (TCP/IP, DNS, DHCP), Wi–Fi & LAN Troubleshooting, Firewall & Router Support, DNS & Domain Management
Systems Administration: Windows Server, MDM, Active Directory, Google Admin Console, OS Imaging
Scripting & Automation: PowerShell, Bash, Batch Scripting, Command Line Tools

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.