

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.

EDUCATION

Bachelor of Science in Computer Science

Minor in Mathematics • Salem State University • Salem, MA • 2024

• Awarded Mathematics Achievement Award by NSCC Math Department

EXPERIENCE

IT Specialist – School District & Town

Town of Georgetown, MA

December 2024 – Present, Georgetown, MA

- Device Repair & Maintenance & Management: Troubleshoot, repair, and manage in asset manager chromebooks, PCs, Macs, printers, smartboards, A/V equipment across all schools
- Software Solutions: Developed and implemented custom software tools to streamline operations, including a student check-in/out platform (JavaScript, React, Google App Scripts), an SMS/Call alert system for mass communication with parents and staff (JavaScript, Next.js, Twilio), and a real-time network monitoring dashboard with alerting logic to track uptime and metrics on switches, servers, etc.
- Database Management: Supported administrative functions in Aspen database
- IT Support & Ticketing: Provide on-the-ground technical support through centralized helpdesk system for various hardware and software issues, ensuring smooth daily operations across the district.
- Network & Infrastructure: Replace, troubleshoot, and configure network switches and access points; used Xirrus to manage and configure APs throughout the school district
- A/V Events: Managed all audio/visual operations for the school and certain town events
- Town Voting: Fully configure and operate Meridia EZ-Vote software for annual and special town meetings; managed multi-room audio/video feeds and ensured accurate and synchronized voting

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

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

PROJECTS

Software Engineer

MBTA App • main.d356nzc62zjtr.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 • jbailles99.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.
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