

# JEN JACOBSEN

Croydon South VIC · 0432 159 477

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Software Engineer with 8+ years of experience in full-stack development, specializing in .NET, Angular, and cloud solutions. Delivered scalable web applications that improved user engagement by 30%.

Naturally team-spirited, with an ability to get on well with people at all levels. A 'can-do' attitude, calm and confident in a challenge – ready for the next one!

**Security Clearance:** Negative Vetting Level 1 (since 21-Nov-2016)

## TECHNICAL SKILLS

- **Programming Languages:** C#, Python, PowerShell, TypeScript, JavaScript
- **Frameworks:** .NET 6, EF Core 6, LINQ, Angular 14
- **Front-End:** HTML, CSS, JavaScript, Angular Material UI, Bootstrap
- **Libraries:** jQuery, vis.js, chart.js
- **APIs:** REST API Development
- **Databases:** SQL (Database Design, Stored Procedures)
- **Scripting & Automation:** PowerShell, Python

## TOOLS

- Visual Studio & VS Code
- SQL Server Management Studio
- Git/Version Control (DevOps, GitHub, Bitbucket)
- SharePoint 2010
- Azure DevOps, CI/CD Pipelines
- Azure PaaS
- SonarQube cloud
- Cypress test automation

## QUALIFICATIONS

- Bachelor of Information Technology, RMIT – March 2018
- SEC511 Continuous Monitoring & Security Operations, SANS – May 2018
- GPEN – GIAC Penetration Tester – February 2018
- GCIH – GIAC Certified Incident Handler, SANS – July 2017

## KEY ACHIEVEMENTS

- Recruited by Brownstone Consulting to spearhead the continued development and enhancement of the S.M.A.R.T application, a mission-critical system originally built during tenure at 12thLevel, leveraging deep technical expertise and product knowledge.
- Successfully contributed to the S.M.A.R.T application receiving the ADM Essington Award for Minor Acquisition in 2021, recognizing its excellence and innovation.
- Led the migration of the S.M.A.R.T application from legacy SharePoint 2010 hosting to a modern architecture, aligning with established standards to enhance scalability, performance, and maintainability.

## EXPERIENCE

### BROWNSTONE CONSULTING PTY LTD

#### TECHNICAL LEAD

FEBRUARY 2022 – DECEMBER 2024

- Directed an agile team of 4 developers and testers, ensuring timely delivery of high-quality software aligned with business objectives.
- Facilitated agile ceremonies, including sprint planning, daily stand-ups, and retrospectives, leading to a 20% improvement in delivery predictability.
- Partnered with Product Owners, Product Managers, and cross-functional teams to align development goals with business strategies.
- Mentored team members through regular coaching, career development plans, and performance feedback, resulting in increased team engagement and skill growth.
- Oversaw the adoption of best practices in code quality and testing, significantly reducing post-release defects.
- Key tools/technologies: **C#, .NET 6, EF Core 6, LINQ, Angular 14, MS SQL, Azure DevOps, CI/CD Pipelines, Cypress, SonarQube cloud**

### BRAIN CHANGER PTY LTD

#### SOFTWARE CONSULTANT (CASUAL)

SEPTEMBER 2024 – PRESENT

- Conducted comprehensive Angular application code reviews, identifying performance bottlenecks and design inefficiencies.
- Delivered a detailed report with actionable recommendations, resulting in improved application maintainability and performance.
- Collaborated with the in-house developer to implement proposed solutions, enhancing overall application functionality.
- Key tools/technologies: **C#, .NET 6, Angular 14, Bitbucket, SonarQube cloud**

### TELSTRA

#### SENIOR NETWORK SOFTWARE ENGINEER

NOVEMBER 2021 – FEBRUARY 2022

- Designed and implemented robust network software solutions to enhance system performance and reliability.
- Developed and optimized scalable applications using Entity Framework for efficient data management.
- Collaborated with cross-functional teams to troubleshoot network-related issues and deploy effective solutions.
- Contributed to system architecture design and integration for seamless network operations.
- Key tools/technologies: **C#, .NET 6, Entity Framework**

### 12THLEVEL

#### CAPABILITY LEAD - DEVELOPMENT & TESTING

JULY – NOVEMBER 2021

- Promoted to Capability Lead in recognition of leadership skills, technical expertise, and consistent delivery of high-impact software solutions.
- Led an agile team of developers and testers to deliver software meeting objectives.
- Facilitate agile ceremonies to ensure predictable software delivery pace.
- Created and monitored cloud solutions using Azure PaaS, ensuring efficient operations.
- Key tools/technologies: **C#, .NET Framework, Angular 8, MS SQL, Azure DevOps, CI/CD Pipelines**

## SENIOR SOFTWARE ENGINEER

AUG 2020– JULY 2021

- Promoted from Analyst Programmer after 2 years due to exception performance and consistent delivery of high-quality solutions.
- Produce clean, well-documented code aligned with client needs.
- Supervised and mentored junior developers, fostering technical growth.
- Led migration discussions from SharePoint 2010 hosting to established architecture standards.
- Key tools/technologies: **C#, .NET Framework, Angular 8, MS SQL, Azure DevOps, CI/CD Pipelines**

## ANALYST PROGRAMMER

AUG 2018 – AUG 2020

- Produce clean, well-documented code aligned with client needs.
- Prepare functional and technical documentation for project configuration.
- Conducted testing phases, including unit testing and user acceptance testing.
- Participated in agile processes such as sprint planning and daily stand ups.
- Key tools/technologies: **C#, .NET Framework, Angular, MS SQL, Azure DevOps**

## AUSTRALIAN TAX OFFICE

### IT SECURITY ANALYST

SEPT 2016 – AUG 2018

- Responded to IT system incidents and conducted thorough investigations to ensure swift resolution.
- Provided tailored mitigation recommendations to clients following comprehensive vulnerability assessments and penetration tests.
- Conducted threat intelligence activities, improving the security posture of existing systems and processes.
- Designed and implemented dashboards to provide management with clear visibility into team achievements and enhance intelligence for operational decision-making.
- Key tools/technologies: **C#, .NET Framework, MVC, MS SQL**

## FUNCTIONAL TESTER

JAN 2016 – AUG 2016

- Analyzed business documents to create functional test cases.
- Managed projects, test cases and defects.
- Key tools/technologies: **HP Application Lifecycle Management**

## VOLUNTEER POSITIONS

- |   |      |
|---|------|
| • Assistant Soccer Coach – Ringwood City SC (current) | 2025 |
| • Head Soccer Coach - Croydon City U15 girls          | 2022 |
| • Website Manager – Croydon City SC                   | 2021 |
| • Female Technical Director – Croydon City SC         | 2021 |
| • Head Soccer Coach - Croydon City U14 girls          | 2021 |
| • Head Soccer Coach – Gungahlin United WNPL Girls U13 | 2019 |