

# Jeremy Indelicato

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## SUMMARY

Experienced Associate Software Technical Analyst with 2.5 years at The Boeing Company, adept in security compliance and auditing, seeking a systems engineering position with Boeing. Skilled in preparing for DISA audits, Linux administration, and experience in scripting and programming, with a focus on ensuring efficient software development pipelines through proactive system alert monitoring and response. I currently hold an active security clearance.

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## EXPERIENCE

### Software Technical Analyst

The Boeing Company

April 2022 - Present, Hazelwood, MO

- Ensuring software pipelines in Gitlab and Jenkins are running correctly, striving for 100% availability.
- Moving Jenkins pipelines to Gitlab CICD. Reduced software build times from over 30 minutes down to 10 minutes or less.
- Linux system administration, including patching and updates.
- Courier classified materials from the training lab to other buildings and sent via postal service.
- Creating CICD pipelines using bash, python, and PowerShell scripting.
- Creating and updating training documents and presentations.
- Participate in Agile process, attending daily stand-ups, sprint planning, and retro reviews.

### IT Service Desk Specialist

LMI Aerospace

June 2021 - March 2022, St. Charles, MO

- Through the phone, email or walkups provide technical assistance for incoming issues related to computer systems and software.
- Troubleshoot Desktop hardware, operating system and software application problems and escalate to appropriate IT staff.
- Research desktop related issues via web, product manuals & other methods.
- Follow up with users to ensure customer satisfaction and problem resolution.

### Loan Servicing Specialist

Missouri Higher Education Loan Authority

July 2018 - June 2021, Chesterfield, MO

- Reviewing applications for forbearances and deferments.
- Applying deferments & forbearances to borrower's accounts per established requirements.
- Identify and resolve problems with borrower's applications.
- Perform all tasks while maintaining high accuracy and productivity scores (40 tasks/hr).

### General Clerk III

Serco

April 2016 - May 2018, Wentzville, MO

- Used knowledge and judgment to complete tasks that required multiple steps, including processing applications for health insurance.
- Assisted in various administrative matters in support of the Affordable Care Act and the Department of Health and Human Services.
- Adapted workflow according to continuously changing policies.
- Ranked in the top 20 highest-performing employees in the office in accuracy and performance.
- Helped customers resolve issues with health insurance accounts by phone and by mail.

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## EDUCATION

### Certificate - Linux Administration Professional

Saint Louis University Workforce Center • 2024

### Bachelor's of Science - Information Technologies

Minor in Cyber Security • Southern New Hampshire University • Manchester, NH • 2019 • 3.764

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## SKILLS

Soft Skills: Problem Solving, Analytical, Attention Detail, Resourceful, Persistent, Self Motivator