

Jeremy Rapich

jeremysr@protonmail.com ☎ (435) 840-8800 ☎ South Jordan, UT

SKILLS:

- Proficient in writing and debugging Front-end and Back-end JavaScript;
- Proficient in using HTML/CSS/JavaScript to build Full Stack Web Applications;
- Experience in writing, debugging, and deploying RESTful API/MERN stack apps;
- Experience in setting up and interfacing with MySQL and MongoDB databases;
- Familiarity with ReactJS and GraphQL Apollo Client/Server;
- Basic Experience in Ubuntu Server admin by self hosting and self managing a number of personal apps and projects
- Problem solving difficult situations while providing excellent customer service;
- Typing speed of 50-60 WPM;

INTERESTS:

Astronomy, Rockets and Spaceflight; Music and DJing; World History

WORK EXPERIENCE

Service Dispatcher

Pond's Plumbing & Heating - North Salt Lake, UT

May 2023 to Present

- Receive customer calls from, and provide good customer support to, customers who are seeking HVAC/plumbing related services;
- Maintain a busy service technician schedule with limited resources and changing priorities;

Dispatch Shift Supervisor

Guardian Flight - South Jordan, UT

June 2020 to April 2023

- Supervise and assist dispatchers in the day to day operation of coordinating emergency medical air transportation in a rapidly changing and high stress environment;
- Oversee nationwide logistics and movement of medical teams and aircraft, to ensure the fastest and most efficient use of aircraft assets for emergent transports;
- Indirectly responsible for the strategic movements, patient missions, and safety of over 200 employees across the country.;

Communications Specialist/Air Ambulance Dispatcher

Guardian Flight - South Jordan, UT

August 2018 to June 2020

- Coordinate emergent medical transport via fixed wing and rotor wing aircraft in a fast paced and high stress environment;
- Coordinate the regional logistics and movement of medical teams and aircraft for the most efficient and fastest solution to a patient mission;
- Maintain constant and calm high level customer service and customer relations, often in stressful and rapidly changing scenarios;
- Work as an efficient team member in solving emergent logistical problems;

Control Room Operator - Utah State Capitol

Utah Department of Public Safety/Utah Highway Patrol

Nov. 2014 – Jul. 2018

- Monitor the Utah State Capitol complex via camera; review and burn camera footage;
- Dispatch UHP Troopers via radio to emergency/medical/employee/visitor situations;
- Receive phone calls from, and provide assistance to, employees and visitors of the Capitol;

Apache Helicopter Mechanic

Utah Army National Guard - West Jordan, UT

Nov. 2011 – Nov. 2017

EDUCATION

University of Utah Professional Education Fullstack WebDev Bootcamp
Dec. 2023
Tooele High School - *HS Diploma*
Mar. 2011