Jeremy Rapich

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https://jeremy-rapich-portfolio.up.railway.app/

Recent Graduate of a Full Stack Web Development Bootcamp – looking to start a career in webdev!

SKILLS:
- Writing and debugging Frontend and Backend JavaScript;
- Using HTML/CSS/JavaScript to build Full Stack Web Applications;
- Building, debugging, and deploying RESTful API/MERN stack apps in a team environment;
- Setting up and interfacing with SQL and MongoDB databases;
- ReactJS and GraphQL Apollo Client/Server;
- Ubuntu Server admin via terminal/self hosting personal apps and projects;
- 6+ years experience in problem solving difficult situations while providing excellent customer service(dispatch/communications);
- 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, 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 in stressful, changing scenarios;
- Work as an efficient team member in solving emergent logistical problems;

Control Room Operator - Utah State Capitol - Utah Department of Public Safety
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/provide assistance to, employees/visitors of the Capitol;

Apache Helicopter Mechanic – Secret Clearance - UT Army National Guard - West Jordan, UT
Nov. 2011 – Nov. 2017

EDUCATION

Certificate - **University of Utah Professional Education Fullstack WebDev Bootcamp;**
Dec. 2023

HS Diploma - Tooele High School;
Mar. 2011