Jackie Trenh

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SKILLS

- Languages: Python, mySQL, Java (limited)
- Frameworks/Technologies: AWS, Docker, Kubernetes, Git, Linux

PROJECTS

Fantasy Football Weekly Reports

- Full stack MERN application parsing JSON data from Sleeper API to display scores and leaderboards in a newspaper-like fashion
- Utilized React-Redux to pass data through pages and dynamically create every report
- Developed authentication sign-in / log-in pages with bcryptjs password encryption

TV / Movie Streaming Platform Database

- Directed user queries through Guidebox API to display which streaming platform a tv / movie is playing
- Designed the schema for SQL database to store the tv/movie and wrote queries to store titles from descending order by rating
- Maintained the Express / Node server, created server side API endpoints, and rendered the customer facing UI

EXPERIENCE

Help Desk Specialist   *10/2019 – Present*
A.N. Deringer, Inc

- Provided first level application and technical support to internal and external customers
- Logged and tracked support calls in Service Desk ticketing system and assisted in creating documentation for new issues
- Monitored various applications and servers
- Created or updated existing reports and shipping labels using available tool sets
- Set up / retired internal and external customers in applications / servers
- Performed testing of applications, reports, and configuration changes

Certifications

- AWS Certified Solutions Architect – Associate (02/2020 – Present)
- (CCNA) Cisco Certified Network Associate: Routing & Switching (10/2019 – Present)
- CompTIA A+ (1/2019 – Present)

EDUCATION

University of Washington: *Seattle, WA*   *2019*
Anthropology – Bachelor of Arts