

Jacob Terren

5 Dragon Ct, Woburn, MA, 018011013

Email: jterren@gmail.com

Phone: 781-299-0651

EXPERIENCE

Full Stack Developer II

EG America

October 2021 - November 2024

Developed, supported, and managed server, client, and database side code. Led Azure resource engineering, and CI/CD. Led discovery with stakeholders and managed small projects. Emergency on-call support. Provided escalation support for Customer and Store Support teams. Performed QA and Production testing. Created PowerBI Reports. Authored technical documentation.

Knowledge Coordinator

EG America

August 2020 - October 2021

Created and maintained a Support department's knowledge base, 800+ documents. Led an OneNote to Confluence migration. Created a Knowledge Submission and Review process using Smartsheets. On-call emergency coordinator.

Level I IT Technician

EG America

June 2019 - August 2020

Supported retail store technology. Created knowledge articles for internal use. Led war room calls of 30+ people, during PDI conversion for 1000+ Stores.

EDUCATION & CERTIFICATIONS

Framingham State University

Bachelor Degree

August 2015 - December 2020

Computer Science

SKILLS

COMPUTER SKILLS

- Use Apple/MacIntosh Computers
- Use Database Software (e.g. Oracle, Access)
- Use Graphics/Drawing Software (e.g.
- Use Data Entry Terminal (e.g. SVT, Mainframe Computer)
- Use E-Mail Software (e.g. Outlook)
- Use Internet Browser (e.g. Netscape,

Photoshop)

- Use Networking/LAN Software (e.g. Novell, Windows/NT)
- Use Personal Computers
- Use Spreadsheet Software (e.g. Lotus, Excel)
- Use Web Design Software (e.g. Front Page)

Internet Explorer)

- Use Peripheral Devices (e.g. Scanners, Printers, Tape Drives)
- Use Presentation Software (e.g. PowerPoint)
- Use Utility Software (e.g. Virus Software)
- Use Word Processing Software (e.g. Word Perfect, Microsoft Word)

LANGUAGE SKILLS

- English

DRIVER'S LICENSE

Regular (Class D)

ADDITIONAL SKILLS

Software: Github, Git, VSCode, SSMS, Postman, Docker, PowerBI, Microsoft Office Suite

Programming languages: Javascript, Typescript, SQL, Python, Java, C, C#

Operating Systems: Windows, Linux (RedHat, Ubuntu), Apple

Web Development: NodeJS, HTML, CSS, React.js, MUI, ElectronJS, Azure