Jacob A. Terren

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Woburn, MA 01801   781 299 0651

EDUCATION

Framingham State University, Framingham, MA
Bachelor of Science in Computer Science   2020
Concentration: General Studies
Programming Competitions: CCSC-E, CCSCNE

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)
Web Development: NodeJS**,** HTML, CSS, React.js, MUI, ElectronJS
Cloud Service Provider: Azure platform
Spoken Languages: Fluent English, conversational French
Communication*:* Project management, customer service, and team management

EXPERIENCE

EG America - Westborough, Remote   2021 - 2024
Full Stack Application Developer I & II - Full Time
- 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.

EG America - Westborough, MA/Remote   2020 - 2021
Knowledge Coordinator - Full Time
- Led an OneNote migration to Confluence.
- Created and maintained a department's knowledge base, 800+ documents.
- Created a Knowledge Submission and Review process using Smartsheets.
- On-call emergency coordinator.

Cumberland Farms/EG America - Westborough, MA   2019 - 2020
Level I IT Technician - Full Time
- Supported retail store technology.
- Led war room calls of 30+ people, during PDI conversion for 1000+ Stores.
- Created knowledge articles for internal use.