Jacob A. Terren
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EDUCATION

Framingham State University - 2020
Bachelor of Science in Computer Science
Programming Competitions: CCSC-E, CCSC-NE

SKILLS

Programming Languages: Javascript, Typescript, SQL, Python, Java, C, C#
Web Development: NodeJS**,** HTML, CSS, React.js, MUI, ElectronJS, Azure
Software: Github, Git, VSCode, SSMS, Postman, Docker, PowerBI, Microsoft Office Suite
Operating Systems: Windows, Linux (RedHat, Ubuntu)
Spoken Languages: Fluent English, conversational French
Other: Project management, customer service, and team management

EXPERIENCE

EG America – Westborough, MA/Remote

Full Stack Application Developer I & II, 2021 - 2024
- Developed, supported, and managed server, client, and database side code.
- Led engineering for Azure, data pipelines, 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, 2020 - 2021
- 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.

Level I IT Technician, 2019 - 2020
- Supported retail store technology.
- Led war room calls of 30+ people, during PDI conversion for 1000+ Stores.
- Created knowledge articles for internal use.