**JENNA HALL**

Anchorage, AK | (907) 406-3730 | [jhal990@wgu.edu](mailto:jhal990@wgu.edu) | [LinkedIn](https://www.linkedin.com/in/jenna-hall-091b61304/)

Aspiring software engineer with a solid foundation in real-world development and technical operations. Gaining hands-on experience through personal projects and previous roles supporting systems and workflows. Recognized for being adaptable, quick to learn, and effective in dynamic environments. Seeking an internship opportunity to develop practical coding skills further and contribute to meaningful, real-world projects.

* Frontend Development
* Workflow Optimization
* CLI Development
* IT Support
* Technical Communication
* Debugging | Troubleshooting
* SDLC
* Agile Methodology
* Database Management

**EDUCATION & CERTIFICATION**

Bachelor of Science, Software Engineering | Western Governors University – *Expected 2027*

Developer Certification, Responsive Web Design

**PROJECT**

**Blockchain Voting Application**

* Developed a secure blockchain-based voting system enabling tamper-proof, anonymous vote recording and real-time verification.
* Designed and implemented a user-friendly CLI interface that allowed voters to cast ballots securely and triggered real-time validation of new blocks added to the blockchain.
* Utilized SHA-256 cryptographic hashing to secure transaction data, prevent tampering, and ensure blockchain integrity throughout the voting process.
* Followed the full Software DevelopmentLife Cycle (SDLC) using Agile methodology, including requirement gathering, design, coding, and testing phases.

**TECHNICAL COMPETENCIES**

**Programming Languages:** Java, Python, C#/.NET, JavaScript, SQL (PostgreSQL), HTML/CSS

**Frameworks & Libraries:** React, Node.js, Spring Boot, JavaFX, JUnit, BeautifulSoup, NumPy, Pandas, Matplotlib

**Software & Tools:** Git, GitHub, VS Code, IntelliJ, Eclipse, Microsoft Office Suite (Word, Excel, PowerPoint); Google Workspace (Docs, Sheets, Slides), Salesforce

**PROFESSIONAL EXPERIENCE**

**CW Ressources** | JBER, AK 2023 – 2023

**Technical Operations Manager**

Oversaw day-to-day technical operations, integrating system support, data management, and team coordination to improve service delivery and workflow efficiency. Served as a key liaison between field teams and internal systems, ensuring seamless execution of IT-enabled operational processes.

* Designed and maintained a PostgreSQL database to streamline employee data management, improving internal communication workflows and data accessibility by 30%
* Delivered on-site technical support, including network maintenance, GPS system configuration and replacements, and user account management through the UKG (UltiPro) human resource management platform
* Managed workforce scheduling, payroll coordination, and routing logistics for 20+ teams across dual shifts, improving operational efficiency and team alignment
* Developed automated reporting workflows and compliance notification systems, ensuring timely delivery of inspection reports and adherence to service standards
* Oversaw procurement and inventory tracking processes, reducing supply-related delays by over 60% through proactive monitoring and vendor coordination

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**U.S. Army** | Various Locations 2020 – 2023

**HR Administrative Specialist**

Worked collaboratively with HR teams to support day-to-day administrative processes and ensure consistent alignment with organizational procedures. Maintained a high level of accuracy and discretion, managing personnel-related tasks and facilitating internal workflows.

* Delivered onboarding training to over 400 personnel, ensuring compliance with cybersecurity, HR, and financial policies through clear instruction and structured guidance
* Represented the HR department in organizational briefings, communicating key policy updates and procedural changes to leadership and cross-functional teams
* Provided comprehensive support on financial processes, travel coordination, award submissions, and training enrollment, improving service accessibility for 400+ individuals
* Reviewed and edited internal communications for clarity and professionalism, contributing to improved messaging accuracy and tone across official correspondence
* Supervised daily front desk operations, maintaining high service standards, managing information flow, and supporting smooth organizational communication