

Jacob A. Pell

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(317) 670-3873

Experience: Navient (Theoris) *Indianapolis, IN* 11/23 – Current
Software Engineer I

- Support and manage Automic OneAutomation.
- Provide scripting support for dev teams regarding automation
- Assist in wind-down operations within IT.
- Troubleshoot issues with OneAutomation and it's associated servers
- Maintain clean documentation and ticketing procedures.

Sim2K *Indianapolis, IN* 6/23 – 9/23
Systems Administrator

- Provide support to Tier I staff as a first level of escalation.
- Consult and run infrastructure and automation projects.
- Maintain and support network, workstation, and server infrastructure for multiple clients.
- Maintain and update Zultys phone systems.
- Bring multiple small clients into modern technologies and infrastructure design.

Sondhi Solutions *Indianapolis, IN* 2/18 – 3/23
Consultant – Modern Workplace (Headquarters)

- Provide support to Tier I staff as a first level of escalation.
- Support network, workstation, and server infrastructure for multiple clients and environments.
- Provide scripting resource for other techs both embedded and centrally placed.
- Consult on automation projects and tasks for a variety of needs.
- Mentor and lead technical team through training and continuing education.

uBreakiFix *Saint Joseph, MI* 06/17 - 12/17
Manager/Repair Technician

- Performed electronics repair of all types of devices including cell phones, tablets, and computers.
- Oversaw all store operations including inventory, customer service, repairs, scheduling, meetings, and customer escalations.

- Mentored new technicians and a new manager.

Paramedic/EMT *Indiana and SW Michigan* 10/10 - 02/17

- Provided competent emergency care in high stress situations.
- Operated ambulance in emergency situations.
- Promoted community safety and awareness.
- Performed triage and field diagnosis under pressure.

Projects: Wind-Down 6/24 – Current

Transition to AWS

- Documentation and setup of AWS OneAutomation system
- Decommission of multiple applications and related jobs
- Ensure smooth transition for application offboarding.
- Work with project managers to maintain a firm TSA timeline

Plan Forward 01/20 – 04/20

Front-End Implimentation

- Worked on CSS and HTML to implement the provided design
- Troubleshoot Javascript and some MVC code.
- Worked to stay on project timeline.
- Worked with clients to ensure accurate design

Onboarding App 01/20 – 04/20

Power Apps Development

- Worked with SQL Server data connections to Power App
- Worked with data communication with front end form
- Created views and modified database to work with App

Education: Ivy Tech Community College

Associate of Applied Science in Software Development

Certificate in Web Application Development

Certificate in Java Development

Graduated May 2020

Ivy Tech Community College

Associate of Paramedic Science

Graduated December 2014

Skills:

Languages: HTML5, CSS3, JavaScript/AJAX, Java, Python, PHP, C#, MySQL, SQL Server, PowerShell, Batch, Apex

Operating Systems: Windows platform, Mac OSX, Linux CLI

Certifications: CompTIA A+, Java Foundations, Android Certified Developer

Applications: Office (admin), Visual Studio, Adobe Creative Cloud, Active Directory, SCCM, Microsoft SQL Server, Power Apps, Powershell, Batch, OneAutomation, Salesforce

Currently Learning: C#, Salesforce Development, APEX, Prior language refreshers

Soft Skills: Strong leadership ability, highly motivated to learn and improve, quick thinking, strong problem-solving abilities, forward thinking with emphasis on quality improvement, quick learning with emphasis on efficacy and implementation of learned skills, ability to translate “tech speak” to laypeople.