

# Jake Edwards

SOFTWARE ENGINEERING GRADUATE

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## Education

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**Brigham Young University - Idaho**

**2020-2024**

Major: Software Engineering | Minor: Computer Information Technology

Bachelor of Science (Magna Cum Laude) – GPA: 3.97

## Skills Summary

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**Languages:** JavaScript, SQL, Java

**Frameworks:** React, Next.js, Spring Boot

**Platforms:** IntelliJ IDEA, WebStorm, Visual Studio Code, GitLab

**Soft Skills:** Cross-team coordination, rapport building, analytical thinking, active listening, conflict resolution, continuous learning, attention to detail

## Experience

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**Henry Schein One | Support Technician III**

**2024-present**

- Go-to expert regarding issues with billing statements and online payments, providing in-depth support to both internal employees and customers
- Received multiple commendations from executives for resolving long-standing and complex technical cases
- Frequently assigned to escalated cases due to strong communication skills, attention to detail, and technical expertise

**Henry Schein One | Software Development Intern**

**2022-2024**

- Led development of an enterprise React/Next.js application used for managing and troubleshooting billing statements sent by ~38% of dental offices in the United States
- Collaborated with product managers, designers, and stakeholders to refine features and ensure alignment with business needs
- Developed dozens of Java/Spring Boot API's, each with over 80% code coverage
- Revamped logging across multiple microservices, improving performance, enabling easier troubleshooting, and providing clear visibility of system issues
- Coordinated multiple table restructures for a high-traffic production database

**Henry Schein One | Support Technician I - II**

**2020-2022**

- Maintained a 99.3% customer satisfaction rate while reliably solving complex issues
- Trained dental offices on how to more effectively use software in order to maximize efficiency

## Certificates

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BYUI Full Stack Web Development

2024

TestOut Network Pro - [Link](#)

2017

TestOut Security Pro - [Link](#)

2017

CompTIA A+ - [Link](#)

2017