

Jaylen C. Davis

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github.com/JxChillin

EDUCATION

University of North Carolina at Charlotte – College of Computing & Informatics, Charlotte, NC

Bachelors of Computer Science

Graduation: May 2022

Major: Computer Science | GPA: 3.0

Selected Courses: Operating Systems and Networking, Artificial Intelligence, Mobile Robotics

PROJECTS

SnowSite, Personal Project

March 2023 – Present

- Lead the development of a curated website for North Carolina ski resorts utilizing APIs and GitHub with 2 other software developers

Portfolio, Personal Project

Feb 2023 – Present

- JavaScript Website to display current projects, skills, and experience

Cool Places, Personal Project

Nov 2022 – Mar 2023

- Swift iOS mobile application developed to show a few interesting places around North Carolina using the Google maps API

EXPERIENCE

Allied Universal, Raleigh, NC

Dec 2022 – Present

Lead Technical Support Specialist

- Collaborated with cross-functional teams to design, develop, and deploy software applications.
- Created and maintained technical documentation such as design specifications, user manuals, and release notes.
- Demonstrated proficiency in software development tools such as JIRA, Git, and Visual Studio.

Allied Universal, Raleigh, NC

Sept 2022 – Dec 2022

Technical Support Specialist

- Leveraged Jira Automation to streamline the customer support process and reduce resolution time by 15%
- Developed support documents and tutorials for internal and external customers to reduce active support needs by 25%
- Utilized Bitbucket to provide C# solutions for software issues and to track progress on support tickets

SKILLS

Software: Eclipse, Visual Studio Code, Visual Studio, Microsoft SQL Server, Jira,

Languages: Intermediate Proficiency in Java / Intermediate Proficiency in C++ / Intermediate Proficiency in Python