

Jacob Parra

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Professional Summary

Motivated IT support and computer science professional with hands-on experience in technical troubleshooting, system administration, web development, and quality assurance. Adept at leveraging programming and IT skills to optimize processes and support cross-functional teams. Actively pursuing CompTIA certifications to deepen expertise in IT infrastructure and support.

Skills

- **Programming & Development:** Python, Java, SQL, HTML/CSS, JavaScript, Object-Oriented Programming, REST APIs, Git
- **IT & Technical Support:** Windows, macOS, Linux, Hardware Troubleshooting, Desktop & Mobile Support, OS Imaging & Deployment, Ticketing Systems, Active Directory, Basic Networking
- **Tools & Platforms:** GitHub, VS Code, Eclipse IDE, Microsoft Excel, Microsoft Word, File Server Management, Command Line (Bash, PowerShell), Virtual Machines, Remote Desktop
- **Soft Skills:** Customer Service, Communication, Analytical Thinking, Problem Solving, Time Management, Attention to Detail, Quick Learner, Team Collaboration

Projects

- Portfolio Website – jakeparra.com
Built a responsive personal website from scratch to showcase projects, resume, and contact information using HTML, CSS, and JavaScript.
- Spreadsheet Based Calculators and Tracking
Developed a suite of spreadsheet-based calculators and tracking sheets for the quality control department to reduce human error, make data both more accurate accessible.

Education

Bachelor of Science in Computer Science - 2024
Colorado State University – Fort Collins, CO

Certifications

- CompTIA A+ (In Progress)
- CompTIA Network+ (In Progress)
- Quality Management – Great Learning (Oct 2023)
- Advanced Sensory Analysis of Food – IEH Academy (May 2023)

Experience

Quality Control Technician Lead

CELLg8 – Wellington, CO | Jan 2022 – Present

- Lead quality control operations for raw materials and finished products, ensuring full compliance with internal specifications and regulatory standards.
- Designed and implemented spreadsheet-based automation tools to streamline batch documentation, significantly reducing manual errors and improving production efficiency.
- Authored and revised SOPs to align with quality requirements
- Created and maintained batch record templates for a wide range of product formulations, ensuring proper documentation and adherence to cGMP standards.
- Performed thorough inspections of raw materials upon receipt
- Released raw materials and finished and created and analyzed COAs
- Developed, maintained, and trained others on updated organized digital file systems I created on the company server to enhance data accessibility and traceability.
- Conducted detailed analysis of laboratory data, identified trends, and provided actionable insights to support continuous quality improvement initiatives.
- Supported internal audits and third-party inspections by preparing documentation, verifying process controls, and addressing corrective actions.

Warehouse / IT Associate

Colorado State University – Fort Collins, CO | May 2021 – Dec 2021

- Provided IT support across campus by installing and decommissioning hardware, resolving workstation issues, and deploying Windows and Mac operating systems.
- Maintained and updated warehouse inventory systems via the university's internal asset management database
- Participated in large-scale hardware refreshes, including imaging laptops, swapping internal components, and preparing devices for redistribution.
- Assisted with the recycling, resale, and secure disposal of outdated hardware in compliance with university IT asset protocols.
- Physical labor included heavy lifting, use of forklifts and fork trucks, and operating box trucks around campus.

Amazon Prime Now Associate

Amazon / Whole Foods Market – Fort Collins, CO | Oct 2019 – Nov 2021

- Utilized handheld devices and inventory management systems to efficiently receive, locate, and process customer grocery orders through Amazon's Prime Now platform.
- Managed order batching, shopping, and bagging while ensuring accuracy and adherence to time-sensitive delivery windows.
- Provided in-person customer service, resolved order discrepancies, and maintained a clean and organized work environment.
- Demonstrated strong communication, time management, and attention to detail in a fast-paced, tech-integrated retail setting.
- Collaborated with in-store teams and logistics personnel to coordinate smooth order handoffs to delivery drivers.