

Jacob D. Lee

Creative, Passionate, Intelligent and Well Spoken.

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GitHub 

Skills

- Programming Languages: Java, Javascript, HTML, CSS, PHP, C/C++, Python, Visual Basic, Bash, & Batch
- PC and Mac Support
- Networking
- Troubleshooting & Problem Solving
- Embedded Devices Development
- Systems Administration: Hyper-V, VMware, Linux, Windows Server, FreeNAS, Enterprise Servers, Migrations

Experience

SEPTEMBER 2014 – PRESENT

Help Desk Technician / Fitchburg State University, Fitchburg Ma

- Providing a great customer experience.
- Resolving tickets from faculty, staff and students in a timely manner.
- Troubleshooting and repairing hardware issues with laptops, desktops and AV equipment.
- Troubleshooting and repairing software issues with PCs, Macs, Tablets, Phones, Ext..
- Created scripts to make repetitive tasks easier. (Found on [GitHub](#))
- Documenting processes and updating old documentation

MAY 2016 – PRESENT

Network Assistant / Fitchburg State University, Fitchburg Ma

- Maintaining and inventorying over 60 network closets.
- Creating and Maintaining maps of all wireless equipment on campus.
- Repairing & Replacing broken RJ45 & Cable related parts. IE(Wall plates, Cable ends, Patch Panels)
- Everything Ekahau Site Survey (Wireless planning, heat maps, surveying, ext..)
- Created a webpage for easier access to wireless placement maps.
- Created advanced google sheets for documenting, tracking and providing statistics on dorm repairs.
- Created script to parse Enterasys C5 switch reports to find inactive ports (Found on [GitHub](#))

OCTOBER 2016 – PRESENT

WAVIS Research Internship / Fitchburg State University

WAVIS (**W**orkflows for **A**nalysis of **I**mages and **V**isual **S**tylometry) is a tool set for digital image analysis of paintings. WAVIS provides an easy to use workflow design allowing art scholars, historians and researchers to utilize complex machine learning and neural net based algorithms with a drag and drop interface. WAVIS was debut at the Fitchburg Art Museum in an interactive exhibit. A workshop was held in which people from around the country came to learn about, and try WAVIS. My involvement began when proposed building a super computer, this would help to speed up some of the slower WAVIS algorithms. Systems administration, problem solving, logistics and AWS setup are areas of further involvement. [WAVIS Homepage](#), [WAVIS Workshop article from University of Southern California](#)

Education

MAY 2018

BS, Computer Science / Fitchburg State University, Fitchburg Ma

Overall GPA 2.96, Major GPA 3.24. Founding member of the Computer Science Club & Treasurer

Activities

- Raised \$10,510 in memory of my sister Rachel for the PMC. The Pan-Mass Challenge is a two-day 190-mile bicycle ride from Sturbridge to Provincetown. All money raised is donated to the Dana-Farber Cancer Institute. It was a fantastic experience!
[Article in local newspaper](#), [About my sister](#), [My PMC profile](#). -August 2017
- Had a [project](#) featured on my favorite blog Hackaday. -November, 3 2013