

# Jake Soucy

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## Professional Summary

Entry-level software developer and IT professional with hands-on experience in web development, technical support, and database design. Skilled in C++, JavaScript, HTML/CSS, SQL, and IT troubleshooting. Proven ability to deliver user-focused solutions, manage projects from concept to completion, and adapt quickly to new technologies. Looking to contribute technical skills and creativity to a dynamic development team.

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## Technical Skills

**Languages:** C++, JavaScript, TypeScript, Java, SQL, Python

**Tools & Platforms:** Visual Studio, Unity, GitHub, Teams, Assyst, Windows OS, Linux

**Technologies:** Web Development, Database Management, Game Development, IT Support, Troubleshooting, Bilingual Communication (English/French)

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## Education

**New Brunswick Community College**

*Aug 2022 – Jun 2024*

*Diploma in Computer Programming*

*New Brunswick, Moncton*

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## Relevant Coursework

- C++ Development
  - Database Management
  - IT Technician
  - Tech Support
  - Python Programming
  - Web Design & Development
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## Professional Experience

**NQX**

*Aug 2025 - Jan 2026*

*Digital Customer Experience*

*New Brunswick, Moncton*

- Assisted customers in managing their business billing profiles.
- Managed calls to ensure the customer's questions were all fully answered.

**NQX**

*Mar 2025 – Aug 2025*

*Sales Representative*

*New Brunswick, Moncton*

- Assisted customers in selecting Bell mobile, internet, and TV plans tailored to their needs.
- Ranked in the top 3 for sales performance, surpassing experienced agents.

## Fisheries and Oceans Canada

*Feb 2024 – Jul 2024*

### *Web Developer*

*New Brunswick, Moncton*

- Developed and deployed a bilingual internal web portal serving 300+ employees, reducing page load time by 25% and improving accessibility compliance.
- Utilized HTML, CSS, and JavaScript to create functional, accessible, and visually appealing pages.
- Added features including a language toggle, pop-up modals, and team member cards.

## Fisheries and Oceans Canada

*Aug 2023 – Dec 2023*

### *IT Technician*

*New Brunswick, Moncton*

- Provided IT support for 300+ staff across 5 provinces, reducing ticket resolution time by 20%.
- Provided remote and on-site technical support, resolving issues via phone, email, and ticketing system.
- Created workstation imaging solutions and managed secure device disposal and shipment logistics.

## Sports Experts

*Jan 2020 – Jul 2022*

### *Sales Representative*

*New Brunswick, Grand Falls*

- Delivered excellent customer service and product recommendations while maintaining inventory.
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## Projects

### **C++ Fighting Game** | *C++, Visual Studio, Paint.NET*

- Developed a multiplayer fighting game with unique characters, hitboxes, and animations.
- Designed code structure to easily support additional characters and moves.

### **Unity RPG Development** — *C#, Unity, GitHub, Team Leadership*

- Leading a small development team in creating an RPG game using Unity and C#.
- Coordinating collaboration through GitHub for version control, code reviews, and issue tracking.
- Overseeing game design, mechanics, and asset integration while ensuring project milestones are met.

### **Move List Database** | *SQL, Windows Forms Application*

- Built a database with one-to-one, one-to-many, and many-to-many relationships.
  - Integrated into a Windows Forms application with an organized, image-based interface.
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## References

**Isabelle Foster** — LCM Team Lead, IT Ops and Infrastructure, CDOS - DFO  
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