

Jeremiah Webb

Systems Support Analyst / Software Developer

[linkedin.com/in/jeremiah-webb-497045359](https://www.linkedin.com/in/jeremiah-webb-497045359)

(832) 302-8993 | jwwebb@conroeisd.net | www.jeremiahwebb.com

Professional Summary

Software engineer and enterprise support professional with 5+ years of programming, database, and application support experience. Skilled in analyzing business requirements, supporting production database-oriented systems, designing SQL reports, building integrations, and troubleshooting business-critical applications. Experienced in safeguarding sensitive information, documenting solutions, and delivering customer-focused support in team oriented environments. Currently completing a B.S. in Software Engineering at WGU. Seeking to support CISD's PowerSchool ERP, UKG, Cognos reporting, and PEIMS-related business systems.

Core Competencies

- Business Management Systems Support
- Production Database Management
- SQL Reporting & Data Analysis
- Software Development & System Design
- Business Requirements Analysis
- Customer-Oriented Support
- Confidentiality & Sensitive Data Safeguarding
- Team-Oriented Collaboration
- Troubleshooting & Problem Resolution
- Package Software Learning from Documentation

Certifications & Professional Development

- HackerRank SQL (Advanced) Certificate
- freeCodeCamp Relational Database Certification
- Google IT Support Professional Certification
- IBM Cybersecurity Fundamentals Certificate

Technical Skills

- Databases: SQL Server, MySQL, PostgreSQL, MongoDB
- Languages: SQL, Python, PowerShell, Java, JavaScript
- Frameworks/Libraries: Node.js, React, REST APIs
- Tools/Platforms: Git, Docker, Linux, Nginx, AWS, Incident IQ, Windows
- Reporting & Data: SQL Reporting, Data Validation, Schema Design
- Security: FERPA Compliance, Access Controls, Sensitive Data Handling

Professional Experience

IT Support/Repair Technician

Conroe Independent School District - Conroe, TX

Jun 2026 - Present

- Support CISD administrative, student, and business systems; troubleshoot application, database, and integration issues and escalate to system owners/vendors as needed
- Collaborate with campus technology staff to resolve escalated software and application issues, documenting recurring problems and reducing repeat incidents
- Write Python and PowerShell scripts to automate ticket updates and repair logging, and data validation
- Image, configure, and deploy operating systems and applications on managed devices, manage inventory, and track repairs through Incident IQ
- Maintain confidentiality of student and staff data in accordance with district policies and FERPA

Freelance Web Developer

Sole Developer - Remote

June 2024 - Present

- Gathered business requirements from clients, translated them into technical specifications, and delivered full stack applications on schedule
- Designed data models, built REST APIs, and configured Nginx for local hosting and traffic routing
- Managed client relationships and communicated technical concepts to non-technical stakeholders
- Implemented security best practices, access controls, and data protection

IT Service Desk Technician

Sam Houston State University - Huntsville, TX

October 2025 - Jun 2026

- Provided tier-1 and tier-2 technical support for enterprise students, faculty, and staff applications. Resolved 150 tickets per week with a 93% first-contact resolution rate
- Diagnosed network connectivity, account access, and application errors across Windows, macOS, and Linux environments with an average resolution time under 10 minutes
- Designed and built a production help desk knowledge system using Python, React, and MySQL; wrote SQL queries, designed the database schema, and maintained data accuracy for hundreds of support documents
- Created knowledge base articles and documented solutions to reduce overall escalation volume
- Managed sensitive support data and implemented access controls to prevent unauthorized exposure

Projects

Student Worker RAG Assistant - Lead Developer

Python, React, MySQL, REST API | github.com/jw-webb7/desktop-rag-assistant

- Designed, coded, tested, and documented a retrieval-augmented generation assistant for SHSU help desk Student workers
- Built a Python backend to query a MySQL knowledge base; designed database schema and wrote optimized SQL queries across hundreds of support documents
- Managed sensitive support data and implemented access controls to prevent unauthorized exposure.
- Enabled newer workers to resolve issues independently, reducing escalation volume

Education

Western Governors University - B.S., Software Engineering

In Progress, expected February 2027

- Relevant Coursework: Scripting and Programming, Object Oriented Programming in Python, IT Leadership, Networking and Security, Business of IT

Sam Houston State University - B.S., Software Engineering

Completed 90 credit hours | 2021 - 2025

- Relevant Coursework: Database Management, System Design, Computer Organization & Machine Language, Computer Networks, Programming Fundamentals

Additional Information

- Equivalent Experience: 5 years of programming, software development, and system support
- References: Available upon request