KAJ Jacobs

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Business Systems Analyst and Information Systems major with experience executing projects end-to-end and improving operational systems through data, documentation, and process optimization. Recognized for clear communication, strong problem-solving, and supporting better decision-making. Programming experience includes Python, SQL, JavaScript, and HTML/CSS.

Education

Bachelor of Science in Information Systems, Minor in Portuguese **Apr 2027**
Brigham Young University – Marriott School of Business, Provo, UT

- GPA 3.59
- FLAS Scholarship Recipient – Funded Portuguese-language immersion internship in Brazil
- Member of Portuguese Honor Society, Member of the Association of Information Systems
- Relevant Coursework: Intro to Systems Programming (Python, JavaScript, HTML/CSS), Data Analytics (Python, Power BI, Tableau), Databases (SQL, Postgres)

Technical Skills

Data & BI: Tableau, AWS Quick Sight, SQL, Excel (advanced), Power BI
Development: Python, C++, HTML/CSS, C#, Java, JavaScript, React, ASP .Net
Cloud & Infrastructure: AWS (EC2, S3), Git
Other Tools: Applied AI tools, Excel Macros, Project Documentation (SOPs), SCRUM Certified
Project Experience:

- Launched Paloro (paloro.net), a Brazilian Portuguese learning app built with React, C# ASP.NET, and SQL (2026)
- Developed a Node.js-based CRM web application, building responsive front-end with HTML, CSS, JavaScript (2025)
- Built and deployed HTML/CSS website (kajzawesome.github.io/IS201) to improve navigation and accessibility (2024)

Experience

Junior Systems Administrator **Apr 2026 – Present**
Zeo Energy, Provo, UT (Remote/Hybrid)

- Rebuilt the company website (zeoenergy.com) and built n8n automation workflows to streamline operations
- Automated admin workflows using PowerShell (PS1)/CMD, Google Workspace (GAM), and JSON
- Resolved dozens of hardware and software support tickets, providing timely IT support across the organization
- Enhanced the Albatross CRM: built workflows, fixed bugs, and planned changes; assisted with infrastructure changes

Business Systems Analyst and Utilities Specialist **Jan 2025 – Apr 2026**
Zeo Energy, Provo, UT (Remote/Hybrid)

- Developed Amazon Quick Sight dashboards to track KPIs, forecasts, and trends to allow data-driven decisions
- Standardized and authored SOPs and training documentation for migration CRM system, cutting onboarding time
- Analyzed new market feasibility and grid-upgrade projects, applying systems analysis and project coordination (Excel)

Global Research Intern **Jun 2025 – Aug 2025**
University of São Paulo – Institute of Brazilian Studies, São Paulo, São Paulo, Brazil

- Digitized and cataloged 300+ artifacts, documenting condition, location, and preservation status to improve data accuracy
- Conducted research across 10 museums and institutions, providing insights on movements that shaped modern Brazilian
- Partnered with faculty to improve research accessibility for local and international scholars

Utility Operations & Systems Specialist **Jun 2023 – Dec 2024**
Blue Raven Solar, Orem, UT

- Resolved connectivity issues, labeling, and systemic process bottlenecks across states, eliminating 80% of delays
- Trained and mentored 8 new coordinators and leads, improving onboarding efficiency and departmental knowledge transfer
- Researched evolving solar regulations and connectivity requirements, applying compliance and systems-integration expertise

Volunteer Representative **Jun 2021 – May 2023**
The Church of Jesus Christ of Latter-day Saints, Tampa, Florida

- Trained 11 missionaries and opened 2 Portuguese-speaking areas, expanding organizational reach
- Participated in public service such as Hurricane Ian cleanup for 100+ households and community food pantries

Awards, Skills & Interests

- Eagle Scout, Boy Scouts of America; First-Degree Black Belt, American Kenpo
- Enjoy Brazilian culture, Ballroom dance, Video games, and exploring new restaurants and foods