

Brent Pepper

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EDUCATION

Bachelor of Science in Computer Science | October 2025

Western Governors University | Remote, FL

Certifications: ITIL Foundations | Linux Essentials

TECHNICAL SKILLS

Languages: Python, Java, C, C++, SQL

Frameworks & Libraries: Spring Boot, scikit-learn, pandas, matplotlib

Technologies: MySQL, MongoDB, Git, RESTful APIs, Jupyter Notebook

Concepts: Machine Learning, Object-Oriented Programming, Data Structures & Algorithms, MVC Architecture

PROJECTS

Customer Churn Prediction System | Python, scikit-learn, pandas, matplotlib

- Developed a machine learning solution to predict customer attrition using a Random Forest Classifier with 85%+ accuracy
- Analyzed historical customer dataset to identify key churn indicators and trends using exploratory data analysis
- Created data visualizations in Jupyter Notebook to communicate insights and model performance to stakeholders

Vacation Booking Web Application | Java, Spring Boot, MySQL

- Built RESTful API backend for a full-stack vacation booking platform handling reservations and excursions
- Designed and implemented MySQL database schema to efficiently store customer and transaction data
- Integrated backend services with existing frontend using Spring Boot framework for seamless user experience
- Implemented CRUD operations and business logic for booking management system

WORK EXPERIENCE

Senior EDI Configuration Analyst / EDI Project Coordinator | PlanSource | Remote, FL | *June 2021 – Present*

- Configure and maintain EDI file integrations across multiple standards (ANSI X12, LDeX, flat files) for enterprise clients
- Exceed SLA requirements by 20%, averaging 12+ file implementations monthly with ahead-of-schedule delivery
- Troubleshoot SFTP transmission issues and resolve critical file feed problems through systematic debugging
- Serve as technical escalation expert, coordinating between clients, vendors, and internal teams on high-priority issues

Field Technician | JW IT Professionals | West Palm Beach, FL | *2021 – 2022*

- Designed and deployed complete data center infrastructure including fiber ISP upgrade, server configuration, and network architecture to support SaaS hosting
- Installed and configured enterprise networking hardware (routers, switches, access points) and executed low-voltage cabling projects
- Provided technical support and documented solutions in MSP ticketing system

Recreation Coordinator | Walt Disney World Resort | Orlando, FL | *2012 – 2021*

- Led teams of 15-80+ cast members daily, developed training programs resulting in multiple promotions
- Collaborated cross-functionally to resolve operational issues and maintain service excellence

ADDITIONAL SKILLS

Communication & Collaboration | Problem-Solving | Technical Documentation | Customer Service | Team Leadership