

# JAKEB COCKBURN

## WEB DEVELOPER QUALITY ASSURANCE

### CONTACT



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<https://github.com/AppleVine>



Cannon Hill, Brisbane 4170

### SKILLS

Full-stack web application development  
Interface Design

Problem Solving & Troubleshooting  
Unit & Software testing

Languages: HTML, CSS, Python,  
JavaScript, ReactJS, NodeJS

Databases: MySQL, MongoDB

Frameworks: Flask, Django, Express,  
Angular.

### EDUCATION

#### Diploma of IT

Coder Academy, 2023

#### Bachelor of Biomedical Science

Griffith University, 2021

#### Certificate III in Retail Management

McDonalds, 2019

#### Certification in:

ISO9001:2015

Auditing a QMS / Internal Auditing

IATF 16949:2016

References available upon  
request

### SUMMARY

As a fresh Web Developer, I bring proficiency in current methods and best practices, as well as a comprehensive understanding of the history that preceded them. I am deeply passionate about creating intuitive user experiences, leveraging industry-standard skills, and maintaining a strong customer focus throughout the product development process.

I excel in communication, both in technical contexts and when problem-solving. This proficiency allows me to thrive in team environments, as well as effectively engage with customers and users, providing tailored solutions to their unique challenges. My commitment lies in finding the optimal outcomes that benefit all parties involved.

### WORK EXPERIENCE

#### Quality Assurance & Laboratory Technician

2021-Current

Recochem

- Rapidly trained in diverse quality and technical projects, covering a wide range of solvents and coolants.
- Conducted standard bench tests to ensure product quality and performance, demonstrating meticulous attention to detail.
- Acquired in-depth knowledge of the products, enabling the provision of technical advice to both customers and internal teams.
- Successfully resolved quality issues on-site, employing problem-solving skills to troubleshoot and implement effective solutions.
- Expanded responsibilities to include various areas of quality control, such as product labels, Safety Data Sheets, and Manufacturing Specification Sheets.
- Utilized data processing skills to analyze and interpret information, contributing to informed decision-making.
- Provided exceptional customer service, offering support and addressing inquiries with a customer-centric approach.
- Engaged in product development initiatives, collaborating with cross-functional teams to enhance product offerings and meet customer needs.
- Led projects aimed at departmental improvements, leveraging coding skills to automate tasks and increase efficiency and robustness.

#### Customer Service Officer

Services Australia

2021

- Contracted on a month-by-month basis to provide emergency support during the pandemic, demonstrating adaptability and quick learning abilities.
- Rapidly trained in various systems, programs, legislation, and communication skills to effectively assist with Centrelink, Medicare, MyGov, and Australian Immunization Register enquiries.
- Maintained a high level of accuracy, consistently achieving 100% accuracy in handling customer information and data.
- Exceeded performance targets by consistently delivering results above 100% based on the time worked, demonstrating efficiency and productivity.
- Received numerous customer compliments for exceptional service, reflecting a strong commitment to customer satisfaction.
- Ensured a seamless customer experience by effectively addressing customer needs and providing accurate information and support.
- Managed a high volume of inquiries while maintaining professionalism, empathy, and effective communication skills.
- Demonstrated a comprehensive understanding of relevant legislation and policies, ensuring compliance in all customer interactions.