

JACOB TRAMEL

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SKILLS

- Customer service
- Documentation and reporting
- Inbound and outbound calling
- Payment processing
- Windows 8 / 10, Linux, Mac
- Desktop Technical Support
- Programming languages: C, C++, Python, Java, HTML, CSS
- Fast and Enthusiastic Learner
- Debugging
- Technical issues analysis and solutions
- Application support

CERTIFICATIONS

- CompTIA A+ Technician
- (Currently studying for Network+, and Security+)

PROFESSIONAL SUMMARY

Skilled Technologist and tenacious problem solver with deep understanding of hardware and software, as well as quality customer service and effective team collaboration.

WORK HISTORY

Food Server, 07/2019 - 03/2020

at Tuxedos and Tennis Shoes - Seattle, WA

- Following established preparation procedures to provide guests with excellent experiences and foster repeat business.
- Increased customer satisfaction by resolving Product and Service issues.

Production Assistant, 02/2019 - 03/2019

at Loaded Pictures - Seattle, WA from

- Worked closely with the producer to provide effective assistance for specific aspects of business operation.
- Assisted in the production through setting up networking audio and video devices, as well as operating them.

EDUCATION

Associate of Science : Engineering, 06/2017

South Puget Sound Community College - Olympia, WA

Bachelor of Arts : Film And Video Production, 07/2019

Seattle Film Institute - Seattle, WA