

## Jacob Hughes

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**Full-stack Web Developer** with a focus on efficiency and intuitive design. Seeking a position in which I can continue to learn as a developer and use my previous Scrum Product Owner experience to help my team excel. Enjoys finding solutions unsolvable problems and pushing for growth and change whenever possible.

## Technical Skills

React.js, Node.js, Javascript, jQuery, Handlebars.js | MySQL, MongoDB, Express | HTML5, CSS3, Bootstrap, Bulma

## Applications Built

**Socialscape** - [github.com/hughesrva/socialscape](https://github.com/hughesrva/socialscape)

- Allows users to set their interests, desired location, day and timeframe and easily find nearby events that both meet their interests and fit their schedule.
- Uses Bulma for the front-end framework, calls the Eventful and Google Maps APIs to retrieve and uses Javascript and jQuery to push results to the user.

## Employment History

### Nov 2018 - Current | Process Manager, Capital One Bank

Led the implementation of any process changes that might have downstream customer impacts

Ensured all process and knowledge documents were documented as processes changed to prevent process breakdowns

Looked for inefficiencies and gaps in existing processes and worked with product teams to rework processes as needed

### Mar 2017 – Aug 2017 | Product Owner, Capital One Bank

Categorized and extrapolated data from Usabilla feedback regarding EASE Web and reported on feedback data in bi-weekly leadership meetings and weekly write-ups

Collaborated with product owners to ensure teams completed their required validations before and during each weekly release and that the updates would meet the expectations of our customers and stakeholders

Worked as the product owner of a sprint team that was stood up to investigate and resolve defects that arose during the EASE Web migration

### Aug 2014 – Nov 2018 | Digital Resolution Team Member, Capital One Bank

Worked inbound defect escalations and communicated between customers and product teams as needed

Assisted with escalating Jira tickets to appropriate product teams to ensure timely and complete resolution for customer-facing defects

Collaborated with support teams to analyze and prioritize pain points and trends to push product owners to prioritize customer experience

Met with support teams to identify inefficiencies in the defect escalation process

## Education and Certification

University of Richmond, Richmond, VA – Full Stack Web Development Bootcamp

Scrum Alliance – Scrum Product Owner