

# JACOB LANGLEY

(269) 910-4562    Jacob\_Langley@outlook.com    Kalamazoo, MI

[www.linkedin.com/in/jacob-langley-b6339a214/](http://www.linkedin.com/in/jacob-langley-b6339a214/)

---

## EDUCATION

WESTERN MICHIGAN UNIVERSITY - GPA: 3.92

***Master's of Applied Economics - Dec 2022***

*Graduate Certificate in Applied Statistics*

***Bachelor of Arts in Economics - Dec 2018***

*Minors in Mathematics & Chemistry*

## SKILLS & CERTIFICATES

- IBM Data Science Professional Certificate
- Regression Analysis
- Data Mining
- Big Data Analysis
- Quantitative Research
- Statistical Programming

### Tools

- Excel
- R
- Python
- SAS
- SQL

## PROFESSIONAL ACCOMPLISHMENTS

PNC BANK CORPORATE, KALAMAZOO, MI

- 5 years in financial services sector
- Eliminated potential risk for the bank by identifying continuous improvement opportunities in external transfers
- Collaborated with Process Improvement to create a new procedure for external transfers
- Trained new hires in Kalamazoo and Virginia
- February, 2021: Quarterly I-Lead by Example Award
- July, 2020: Quarterly I-Lead by Example Award
- Third Quarter, 2017: Power of One Award

## EXPERIENCE

PNC BANK CORPORATE - KALAMAZOO, MI

***Problem Resolution Escalations Representative - Feb 2021 – Aug 2021***

- Maintained and managed customer cases through final resolution.
- Worked closely with customers to diagnose, troubleshoot, and resolve advanced technical issues.

***Online Escalations Representative - Dec 2018 - Feb 2021***

- Worked with customers to resolve technical issues.
- Regularly selected by Team Lead to research unique issues that needed special attention.

***Customer Service Representative - May 2016 - Dec 2018***

CAMP BEECHPOINT - ALLEGAN, MI

***Camp Counselor - May 2015 - Aug 2015***

- Had the honor of being a camp counselor for underprivileged children from Chicago.