

Jacob Knickerbocker

Dekalb, Illinois

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Professional Summary

Hardworking and adaptable individual with leadership experience, strong technology skills, and a proven ability to manage diverse teams. Skilled at learning quickly, maintaining professionalism, and inspiring others to achieve their best. Open-minded to new perspectives and ideas that benefit both individuals and organizations.

Work Experience

Northern Illinois University – Dekalb, IL

Library Assistant/Security

03/2025 – Present

- Utilized library management software to track patron activity and maintain accurate occupancy records, ensuring 100% compliance with building capacity limits.
- Applied risk management protocols to enforce safety policies, reducing incident reports by 20%.
- Assisted patrons using digital catalog systems, improving resource retrieval efficiency and reducing wait times by 15%.

Hyvee -- Sycamore, IL Delivery Driver

09/2024 – Present

- Operated GPS navigation and route optimization tools to complete 100+ deliveries weekly with a 98% on-time rate.
- Verified orders using digital inventory systems, reducing delivery errors by 15%.
- Applied customer relationship management (CRM) practices to resolve client issues, maintaining a 95% customer satisfaction rating.

Ace Distribution -- Princeton, IL Warehouse Specialist

05/2024 – 08/2024

- Managed inventory flow using warehouse management software (WMS), reducing shipment discrepancies by 10%.
- Collaborated across departments using digital communication platforms, resolving supply chain issues within 24 hours on average.
- Applied OSHA safety standards and ergonomic lifting techniques, contributing to a zero-injury record during tenure.

Prime Quarter Steak House -- Princeton, IL

Grill Chef/Dishwasher/Maintenance Assistant

06/2022 – 08/2023

- Monitored grill temperatures using prior safety measure to ensure compliance with health code standards, serving 200+ meals per week.
- Operated industrial dishwashing equipment, maintaining 100% sanitation compliance and reducing turnaround time by 20%.
- Conducted daily inspections using maintenance checklists, identifying and resolving 15+ equipment malfunctions to prevent service disruptions.

Education

Northern Illinois University — Dekalb, IL

Bachelor of Science in Computer Science

08/2024 – 05/2028(Expected)

- Honors Program Member
- GPA: 3.41/4.00
- Relevant Coursework: Data Structures & Algorithms, Software Engineering, Database Systems, Computer Architecture
- Academic Projects:
 - Jubilee Artisans Consulting Project (UBUS 110): Collaborated with team to develop solutions for growth, marketing, and sustainability challenges. Practiced professionalism and critical thinking in a real-world business setting.
 - C++ Programming Assignments: Implemented and debugged data structures, optimized compiler configurations, and submitted projects through NIU's autograder system.

Additional Experience

Leadership & Activities

- Junior & Senior Drum Major, PHS Band
- Assistant Stage Manager & Stage Manager, PHS Theater
- Jazz Band, Madrigal Recorders, Theater (High School)

Community Service

- Princeton Community Band (10.5 hrs)
- Princeton High School Band Support (21 hrs)

Awards

- Troupe 1120 Production Award (Best Technical Crew, 2022)
- Junior Varsity Band Sportsmanship Award (2021–2022)
- National Honor Society Member