

Jacob Franklin

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OBJECTIVE

Collaborative and driven technical analyst seeking to expand software-based responsibilities while positively contributing to Revel's growth.

EXPERIENCE

Revel

Minneapolis, MN

Operations Analyst

October 2017 – Present

- Develop process automation using Powershell and JAMs software
- Analyze and manage campaign data using SQL Server and SSIS applications
- Monitor and report on program health using data-defined key metrics
- Support production applications while assisting both clients and internal users

Vanson Technology Services

Minneapolis, MN

Account Coordinator

March 2016 – September 2017

- Collaborate with both internal and external teams to facilitate the development of web-based loyalty software
- Manage the development and maintenance of FTP, SQL/SSIS, and WebService data systems
- Develop detailed work plans, estimates, and status reports through MS Excel and online PM software
- Compose technical business requirements and perform QA to ensure correct delivery of final product
- Supervise customer service programs of key clients
- Provide technical support to both clients and end-level users

C.H Robinson

Eden Prairie, MN

Social Media Representative (Contract)

October 2015 – January 2016

- Coordinated with multiple teams across department to ensure strategic marketing goals are met through all social media channels
- Developed and implemented content scheduling and strategy
- Tested and documented marketing standards and requirements
- Monitored and analyzed international social media presence of C.H. Robinson

FutureGift

San Francisco, CA

Marketing Associate

June 2015 – October 2015

- Established and monitored vendor relations
- Managed business to business communications
- Organized and documented marketing initiatives
- Generated brand exposure by coordinating and updating company's social media accounts

EDUCATION

University of Minnesota, College of Continuing Education

Minneapolis, MN

Full-Stack Coding Bootcamp

September 2018 - Present

University of Minnesota, Twin Cities

Minneapolis, MN

Bachelor of Arts in Political Science, Minor in Business Management

May 2015

- Dean's List
- Delta Kappa Epsilon Fraternity – Recruitment Chair - 2012, Alumni Relations - 2014
- Interfraternity Council, Judicial Board - 2014, Executive Council - 2015
- Gopher Lacrosse Team Member - 2011-2013

3.4 GPA