

## Jacob Russell

---

jacobmru.github.io  
(816)682-3015  
jacobm.ru@gmail.com

**EDUCATION** Johnson County Community College, Expected graduation date: May 2018  
Web Development and Digital Media, AAS  
Software Developer Certificate

University of Kansas School of Music, 2009 - 2013  
Academic Scholarship Recipient 2009 - 2013

### RELEVANT SKILLS

JavaScript	HTML5	CSS3	AJAX
Unix Scripting	PHP	ASP.NET MVC	Bootstrap
SQL	Drupal	Java	C#

**EXPERIENCE** *Lead Reservationist* 2014 - Present  
MV Transportation Inc., Lawrence, Kansas  
Detail oriented team member with exceptional interpersonal and customer service skills. Developed and maintained a high level of accuracy and satisfaction across a broad section of customers.

- Process all t-lift applications in preparation for state and federal subsidy approval.
- Handle all incoming customer service questions, complaints, and requests.
- Responsible for training all new hire reservationists.
- Utilize Microsoft Word, Excel, and Google Docs to coordinate within a large team.

*Crisis Counselor* August 2017 - Present  
Headquarters Counseling Center, Lawrence, Kansas  
Provide brief, short term counseling to those in immediate and acute psychological crisis.

*Sale's Associate* 2011 - 2014  
Target, Lawrence, Kansas  
Active team member possessing a positive attitude and a sincere desire to offer excellent customer service. Accurately and expediently stocked merchandise throughout the store.

**REFERENCES** Justin Priest  
Colleague and Union President at M.V. Transportation  
785 840 8776

Matthew Naquin  
Technical Account Manager at Landis+Gyr

816 506 1590