



JACOB JORDAN

PROFESSIONAL EXPERIENCE

HEAD TECHNICAL ADVISOR - WEB DEVELOPER

Mr. Mixer LLC | Andover, KS | Aug 2017 - July 2021

- Created a small business repairing KitchenAid mixers nationwide
- Developed an ecommerce site for sales using HTML/CSS and API integrations with Stripe, Shippo, and QuickBooks
- Analyzed inventory and sales metrics to improve monthly revenue and profit margins

I.T. SUPPORT SPECIALIST

POET Ethanol Products | Wichita, KS | March 2020 - Oct 2020

- Provided internal support to twenty-seven ethanol production plants for network and delivery systems
- Assisted Database Admin in resolving issues with shipping orders, bills of lading, material conversion reports, and more using MySQL queries
- Collaborated with software development team to implement and test new features with C# and .Net framework
- Coordinated with the EPA to ensure any company certifications were up-to-date

CUSTOMER SUPPORT REPRESENTATIVE

Cox Communications | Wichita, KS | Oct 2016 - July 2017

- Assisted customers with tier one internet, cable, and phone support
- Implemented sales strategies to fulfill monthly quotas
- Helped coach new hires through live calls during training period

ACHIEVEMENTS

- Built and managed the ecommerce site, inventory, sales, community engagement, and customer support for Mr. Mixer which grew to a \$140k/yr business
- Semi-finalist at the 2018 St. Louis GlobalHack
- Software Development Fundamentals Microsoft Certification Exam 96-361

EDUCATION HISTORY

BUTLER COUNTY COMMUNITY COLLEGE, ANDOVER, KS

Associates In Applied Science | Software Development

3.2 GPA, Graduated May 2019

- Dean's Honor Roll
- Philosophy Club Treasurer
- Contract Work For Software Department
Researching ChatBot Development