

**Jacob Jorgensen**

Brandon, SD | 605-366-0553 | Jacob.Jorgensen92@gmail.com

**Professional Summary**

Pursuing an Associate of Science degree in Computer Programming, seeking to begin a career in tech. Skilled in customer service, time management, troubleshooting, and problem-solving. Strong communicator with the ability to build relationships and exceed goals.

**Skills**

- Programming languages
- Testing and debugging
- Database design
- Analytical skills
- Multitasking and time management
- Continuous improvement

**Experience****Medical Transcriptionist (Self-Employed)**

*April 2018 - Sept 2023*

- Typed and proofed high-volume dictation for optometrists and ophthalmologists.
- Researched medical terminology and ensured HIPAA compliance.
- Operated transcription equipment and managed tasks efficiently.

**Customer Service - CCC Information Services**

*Dec 2015 - Apr 2018*

- Answered calls, chats, and emails, entering vehicle data accurately.
- Maintained confidentiality and delivered excellent service.
- Managed records and minimized errors through verification.

**Gas Station Cashier - Hy-Vee**

*Oct 2013 - Aug 2015*

- Processed transactions for fuel and merchandise.
- Conducted inventory checks and ensured safety protocols were followed.

**Camera Operator - Sioux Falls School District**

*June 2011 - Aug 2015*

- Operated professional camera equipment for school events.
- Assisted with setup and field recordings.

**Education****Associate of Science in Computer Programming**

*Expected Graduation: July 2025*

**Associate of Science in Digital Media Production**

*Southeast Technical Institute, April 2014*