

Jacob Jorgensen

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