

## JACOB EDWARDS

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## PROFILE

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Eager attitude and excellent work ethic, with a keen interest in gaining experience in the field of IT. A young student with exceptional performance in relevant areas of study, currently attending NSCC for the IT Programming diploma. Previous experience in working with and managing a team, customer service, as well as prioritization and time management skills.

## SKILLS

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**Adaptability:** Willing to take on a variety of tasks, quick to learn new roles or tasks and eager to grow skill set.

**Determination:** Never leave a task unfinished, always driven to complete jobs regardless of issues or roadblocks.

**Dependability:** Take on tasks until the job is done. Willing to go the extra mile to deliver quality in work.

**Enthusiasm:** Look forward to gaining experience in new areas of IT, hungry to gain knowledge in all facets of the growing field.

**Communication:** Experience collaborating with others both as a team player and leader, able to prioritize tasks and work towards a common goal.

## WORK EXPERIENCE

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### Rocky Lake Pizza – Feb/2017 to present – Bedford, NS

- Handle a variety of both kitchen management and customer service tasks, including all kitchen prep work, and leading our team as a senior employee.
- Receive and prioritize customer orders. Resolve customer complaints regularly, otherwise direct to the owner for possible solution.
- Always deal with customers pleasantly and with a big smile. Ensure quality control is enforced to a tee, making sure that every item is served on time, and as ordered.
- Contributed to the training of several new employees throughout tenure.
- Advised owner on several changes to kitchen operation and equipment that were implemented to positive effect and higher efficiency.

- During owner's leave of absence took initiative and led the team through busiest periods, including Canada Day and New Year's Eve.
- Contributed to an over 30% increase in business during my tenure. As a member of the team, worked to deliver consistency, quality and friendliness culminating in winning 1<sup>st</sup> place in a Halifax ReTales poll of pizza restaurants in the HRM

## **SIDE PROJECTS**

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### **Community Volunteer**

- Assist many members of the community with computer repair and IT issues, including building systems, removing malware and repairing Windows installations.

## **EDUCATION**

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### **NSCC IT Programming Diploma – Sept/2018 to present – Halifax, NS**

- Introductory level knowledge of several fields within information technology, including Database Administration, Computer Programming, Windows Administration as well as Hardware and Networking Technologies.
- Furthering study into Web Development, C++ and Java environments

### **Charles P. Allen High School – Sept/2015 to Jun/2018 – Bedford, NS**

- Graduated with High Honors, having taken courses relevant to the IT industry including Business Technology and Computer Programming