

# JACOB BURKHART

406 Country Estates Drive | Hutto, TX 78634 | 810.813.2875 | [JacobDouglasBurkhart@gmail.com](mailto:JacobDouglasBurkhart@gmail.com)

## EDUCATION

The Iron Yard | Austin, Texas | Front-End Engineering Graduate | 2015

Over the course of 12 weeks, I learned the ins-and-outs of Front End Engineering using HTML, CSS, a whole lot of JavaScript and some basic server-side tech. Now, at the end of the class I have the skills to create beautiful, fully functional websites and web applications.

Gainesville High School | Gainesville, Texas | Diploma | 2008

## EXPERIENCE

Apple, Inc.

*AppleCare iOS Advisor* | March 2014 to January 2015

- Contributed to the team by providing training and feedback to empower less tenured employees.
- Consistent top performer on team leading to promotion to senior advisor after 6 months.
- Troubleshoot and problem-solved customer issues with Apple iOS products.
- Experience in learning solutions to issues unfamiliar with through targeted research.

*Back of House Specialist* | December 2012 to March 2014

- Consistently created new processes to enhance customer satisfaction and build synergy between employees.
- Excel in fast-paced environment with ever-changing products and procedures.
- Acted as a resource for information, policies and processes to fellow coworkers.
- Exceptional interpersonal skills and understanding to customer issues.
- Aligned with and knowledgeable of Apple's core values and practices, including collaboration and pursuit of excellence.

*Specialist* | August 2011 to December 2012

- Exhibited superior interpersonal skills to deliver excellent customer service by asking questions to determine customer needs.
- Frequently assisted phone operator during busy times, answering calls on a multi-line phone system and providing support to customers.
- Volunteered for Visuals Team and provided weekly support for six months.
- Approachable and personable with customers and team members.
- Worked well under pressure and high-volumes of customers.
- Put forth a team effort to help fellow employees complete their tasks.
- Performed projects and tasks in a timely and efficient manner.

## **Mike Mains & The Branches LLC**

*Co-Founder/Musician* | January 2009 to March 2011

- Collaborated with musicians to create and cultivate music together.
- Developed strategies to promote music and connect with nationwide fans through social media.
- Established the brand of Mike Mains & The Branches through live performances and through one-on-one relationships with hundreds of fans nationwide.
- Built professional relationships with band's management team, A&R representatives, booking agent, and major record label executives through meetings over two years.

## **Tom Thumb Grocery**

*Pharmacy Technician* | January 2006 to January 2009

- Promoted from cashier to pharmacy technician after 6 months because of superior interpersonal skills, an ability to accomplish tasks quickly, and a strong work ethic.
- Accurately entered sensitive prescription data into pharmacy computer system on a daily basis.
- Communicated with health professionals to assure precision of records and medication labeling.