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# JACOB BURKHART

Web Developer

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## EDUCATION

### FRONT END ENGINEER CERTIFICATE | 2015

The Iron Yard, Austin, TX

*In this 12-week intensive program, I trained in Front End Engineering using HTML, CSS, JavaScript and some basic server-side tech. Now, I have the skills and desire to create beautiful, fully functional websites and web applications.*

### DIPLOMA | 2008

Gainesville High School  
Gainesville, TX

## SKILLS

HTML5	Bootstrap
CSS3	JQuery
JavaScript	Angular.js
Sass	Backbone.js
Bower	Node.js
Grunt	Sails.js
Gulp	

## INTERESTS



## EXPERIENCE

### APPLECARE IOS ADVISOR

Apple, Inc. | Mar 2014 - Jan 2015

- Contributed to 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.
- Problem-solved customer issues with Apple iOS products.
- Experienced in learning solutions to issues unfamiliar with thorough and targeted research.

### BACK OF HOUSE SPECIALIST

Apple, Inc. | Dec 2012 - Mar 2014

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

### SPECIALIST

Apple, Inc. | Aug 2011 - Dec 2012

- Exhibited superior interpersonal skills to deliver excellent customer service by asking questions to determine customer needs.
- 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.
- Volunteered for Visuals Team and provided weekly support for six months.

### CO-FOUNDER/MUSICIAN

Mike Mains & The Branches LLC | Jan 2009 - Mar 2011

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