Jacob Crowley

980-329-0135 | Jmc3835@uncw.edu | linkedin.com/in/CrowleyJacob | github.com/crowleyyy

EDUCATION

University of North Carolina at Wilmington   Wilmington, NC
Bachelor of Science in Business Administration - Management Info Systems   *Aug. 2023 – Expected (Dec. 2025)*

Cape Fear Community College   Wilmington, NC
Associate's of Arts in Corporate Communication   *Aug. 2021 – May 2023*

EXPERIENCE

Accountant   Feb. 2022 – Present
Titan Equipment Repair, LLC   *Charlotte, NC*
- SuccessfullyAimplemented QuickBooks, a web-based accounting software, to streamline financial processes and improve overall efficiency
- Proficiently managed and tracked business expenses and customer payments, ensuring accurate recording and timely collection of revenue
- Maintained comprehensive records of shipments, providing real-time tracking and facilitating effective inventory management

System Administrator   Nov. 2021 – Present
Titan Equipment Repair   *Charlotte, NC*
- Designed and implemented a robust database using MySQL, enabling efficient access to critical customer information, including serial numbers, service history, next annual service dates, parts ordered, and part receipt
- Maintained and administered the database, resolving issues promptly and ensuring its optimal performance, reliability, and data integrity
- Streamlined shipment information and tracking processes by developing and implementing efficient solutions, resulting in improved accuracy and timely delivery

Valet Lead   March. 2020 – Present
Park, Inc.   *Charlotte, NC*
- Demonstrated exceptional customer service skills while efficiently managing valet operations, ensuring smooth vehicle drop-off and retrieval, and providing excellent service to customers
- Played a key role in the implementation of a phone-based timeclock system, streamlining the check-in and check-out process for valet staff, resulting in improved timekeeping accuracy and efficiency
- Attained a defensive driving certification and consistently practiced safe driving techniques, ensuring the safety of passengers, vehicles, and pedestrians in high-traffic and fast-paced environments

Passenger Service Assistant   July 2019 – March 2020
Prospect Airport Services   *Charlotte, NC*
- Assisted wheelchair-bound and elderly passengers, providing reliable and efficient transport to their connecting flights
- Utilized an app-based customer pickup schedule to optimize passenger assistance and ensure timely transfers
- Held FAA certification for passenger service and adhered to international flight protocols
- Collaborated with airport staff, airlines, and service providers to facilitate seamless passenger transfers
- Maintained clear and effective communication throughout the process for efficient coordination

PROJECTS

Database for Titan Equipment Repair | *MySQL, MySQL Workbench*   Nov. 2021 – Present
- Created and implemented a robust MySQL database, optimizing data storage and retrieval
- Improved functionality and user experience based on feedback and industry standards
- Conducted regular database maintenance tasks, including performance optimization and security enhancements
- Developed and implemented a comprehensive backup and disaster recovery strategy

TECHNICAL SKILLS AND ACHIEVEMENTS

Languages:: SQL, Excel,
Developer Tools:: MySQL, MySQL Workbench, Beekeeper Studio
Awards:: Deans List (Cape Fear Community College) - 2021 (Fall), 2022 (Fall and Spring), 2023 (Spring)
Recognition:: Prospect Airport Services - December 2019 Employee of The Month