

# Hannah Jacoby

Denver, CO, 80203 || 720-682-7362 || hannahjacob@comcast.net  
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LinkedIn:  
linkedin.com/in/hannah-jacoby-364521126

## Education

**University of Denver || Denver, CO**  
***Certificate Acquired || Full Stack Web***  
***Development and Coding Boot Camp ||***  
***2019***

**Westmont College || Santa Barbara,**  
***CA B.A. English || 2013-2017***

## Highlights

➤ Excellent written skills ➤  
Strong work ethic ➤ Knowledge  
of HTML, HTML5, CSS,  
JavaScript, JQuery, and Python ➤  
Intuitive and quick learner ➤  
Proven track record of success

## Experience

**GrubHub || Denver,**  
**CO**

***Operations Specialist || October 2018-Present***

- As a touchpoint between GrubHub and the platform, I have intimate knowledge of both hardware and client relationships and work to create an effortless experience for both our team and our clients on a daily basis.
- I work to solve problems proactively by backsolving issues, deploying fixes, and troubleshooting with merchants in a way that is colloquial and effective--with the end goal being to get the shop back up and generating revenue for the merchant and our company.

**Becker Studios || Santa Barbara, CA Design**  
***Associate || May 2018-September 2018***

- A multifaceted role with an emphasis on marketing/brand promotion via email blasts, social media updates, and various other promotional aspects.

- A creative self starter's role that includes graphic creation, client interfacing, as well as assisting with behind the scenes work at Becker Studios—a real estate, construction, and design firm.

**Four Seasons Santa Barbara II Santa Barbara, CA Guest  
Services Representative II April 2017- February 2018**

- Involved in nearly every aspect of each guest experience at the Resort. Everyday, I sought to exude the commitment to service, excellence, and luxury that is the Four Seasons brand.
- It was my responsibility to answer countless phone and email inquiries in an effective manner, while also building rapport with in-house guests in an effort to ensure their experience is one that will last a lifetime.

**Rev.com || Santa Barbara, CA Freelance  
Captioner || May 2016—April 2017**

- Selecting from a wide range of programming, (movies, documentaries, tv shows, sporting events) I listened to the program, typed all dialogue verbatim, and synced the closed captioning with the audio in real time
- Self-taught closed captioning software [Dash]

**Westmont College || Santa Barbara, CA  
Resident Assistant || August 2015—May 2016**

- Worked with a staff of 10 other RAs in my hall to plan all hall events, keep everything running smoothly amongst 300 residents, as well as make it a comfortable place to live
- Personally oversaw the emotional and physical health and well-being of 27 women who lived on my floor
- Spent significant time building relationships with the women who lived on my floor, spent time in conflict resolution situations, and made sure that everyone felt comfortable and safe during the school year

**Westmont College || Santa Barbara, CA Student  
Ambassador || May 2014—January 2015**

- Worked with the Alumni Relations Office to interview Westmont alums of all backgrounds and hear their story
- After emailing, calling, and setting up a meeting, I would meet with the alum and gather specific information regarding their Westmont experience
- After about a 45 minute interview, I would write up my experience and the information I had gathered and return the information to the Alumni Relations Office
- The information that I had gathered would then be used by the college to figure

out how best serve Westmont's alumni population

**TAM Legal || Denver, CO Intern ||**

***January 2013—May 2013***

- Shadowed one of TAM's top attorneys—sitting in with meetings with other attorneys, clients, etc
- Worked closely with his assistant to understand the organizational component of his work—how cases are filed, sorted, and kept up to date
- Did extensive amounts of product research and presentation of findings.