

Jacob Drury

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Work Experience

Waitr Customer Customer Support Team Lead

Oct 2020 - Present

- Handle escalated issues from our Customers
- Oversee the daily activities of the Customer Support Team and ensure all tasks are being handled efficiently
- Directly manage a team of 12 Customer Support agents and continually coach them on QA
- Design and implement daily task schedules for the Customer Support Team
- Implement new systems that improve the overall performance of the Customer Support Team

Waitr Customer and Restaurant Support Rep

June 2020 - Oct 2020

- Received additional training to be able to handle Fraudulent Orders
- Received additional training for Customer Support Backup
- Received additional training for Restaurant Support
- Provided support to our customer support agents
- Excelled in efficiently handling large quantities of order issues
- Provided support for Restaurants, Drivers, and Customers
- Provided technical support for Drivers and Restaurants

Education

University Of Louisiana at Lafayette

Bachelor of Science, Computer Science, Minor in Mathematics
GPA: 3.64 out of 4.0

Lafayette, LA

August 2018 - Present

Skills

- Programs: Visual Studio Code, Visual Studio 2019, Wingman, Dispatch, Admin, Zendesk, Kustomer, Sift Science, Braintree, Humanity, PandaDocs, Ujet
- Languages: Java, C#, C++, PHP, Python, HTML, SQL, Javascript

Extracurriculars and Leadership

- Lambda Chi Alpha President - Dec 2020 - Present
- Lambda Chi Alpha Fraternity Educator - Jan 2020 - Dec 2020
- Lambda Chi Alpha Academics Chair - Jan 2019 - Jan 2020
- Lambda Chi Alpha 2021 High Alpha (President) Leadership Summit
- Lambda Chi Alpha 2020 Stead Leadership Conference
- Institute of Electrical and Electronics Engineers Member - 2018-2019
- ULL Honors College Member - Fall 2018-Present
- ULL 2018 Emerging Leaders Conference

Honors and Awards

- Lambda Chi Alpha Officer of the Semester Spring 2019
- ULL College of Science President's List
- ULL College of Science Dean's List

Personal Projects

More details provided on <https://jacobdrury.com/>

- Math Boi - Discord Utility and Moderation Bot
- Agoobot - Discord Enrollment Management Bot
- Organization management system - Sorority/Fraternity involvement tracking