

Jacob Drury

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Work Experience

Bite Squad Customer and Restaurant Support Rep

June 2020 - Present

- 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

Waitr Driver

Mandeville, LA

Northshore Market Driver

June 2018 - January 2019

- Efficiently pick up and delivered multiple orders at a time
- Consistently delivered orders early

Education

University Of Louisiana at Lafayette (ULL)

Lafayette, LA

Bachelor of Science, Computer Science, August 2018 - Present

GPA: 3.64 out of 4.0

Skills

- Proficient in Zendesk, Wingman, Admin, and Google Suite.
- Excellent communication skills.
- Multitasking

Extracurriculars and Leadership

Honors and Awards

- Lambda Chi Alpha 2020 Stead Leadership Conference
- Lambda Chi Alpha Fraternity Educator - 2020-Present
- Lambda Chi Alpha Academics Chair - 2019
- Institute of Electrical and Electronics Engineers Member - 2018-2019
- ULL Honors College Member - 2018-Present
- ULL 2018 Emerging Leaders Conference
- ULL College of Science President's List
- ULL College of Science Dean's List