Jacob Greenwald

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Mission Statement

A creative thinker who uses ingenuity to find innovative solutions to challenging problems. As a web developer I use insight and imagination to create success. Team oriented, I enjoy assisting others with kindness and compassion.

Skills

JavaScript # JQuery # Rails # AngularJS # SQL # ReactJS # MongoDB # Express # NodeJS

General Assembly, Web Development Immersive   June 2016 – Present

- Three-month, 500-hour full-time and full-stack web development program providing experience with the latest front- and back-end programming languages, tools, and methodologies including:
- HTML, CSS, SASS, Javascript, jQuery, PostgreSQL, MongoDB, Ruby, Ruby on Rails, AngularJS, NodeJS, ReactJS, PHP, Wordpress, Jasmine, RSpec, Git, Github, Agile/scrum, wire framing, user stories/requirements planning, and test driven development.

Vector Security Networks : Customer Service Specialist   November 2016 – March 2017

- Receive, notate and resolve incoming calls from customers in a high volume call center.
- Ensure customer satisfaction while also following pre-set corporate procedures.
- Work with efficiency and skill to ensure call hold times are as low as possible.

GameStop : Senior Game Advisor   October 2014 - October 2016

- Receive, reply to and resolve all customer issues to ensure each customer satisfaction.
- Manage inventory by running daily inventory counts and correcting discrepancies. Including boxing and shipping items for GameStop's regional stock balance program to ensure each store has enough product on hand based on regional demand.
- Explaining differences in products in order to help customers find the best product.

Paxton International : International Coordinator   January 2014 - October 2014

- Coordinate international moves from start to finish for Department of State and Department of Defense Employees.
- Prepare and submit customs documents for entry of diplomatic goods into foreign countries.
- Ensure shipment data is entered into our system correctly for accurate data reporting to the Department of State.
- Serve as main point of contact for DoS employees to ensure high quality of customer service.
- Ensure that all DoS regulations are followed and that shipments arrive at destination on/before the required delivery date.

Paxton International : A/P and A/R Specialist   June 2011 - January 2014

- Accounts receivable and accounts payable experience
- Manage warehouse database (create and track files for quarterly billing)
- Generate data in order to report on commission and files with low/ negative revenue.
- Develop problem-solving skills by responding to vendor/ client inquiries.
- Bill Department of State via Syncada PowerTrack
- Utilize excel skills to create CSV files for EDI (Electronic Data Interchange) billing.
- Interface with coordinators to insure proper account specific billing.
- Close out billing according to monthly billing cycle

Union First Market Bank : Teller   January 2011 - May 2011

- Reconciled cash drawer, vault & ATM with daily transactions.
- Anticipated needs of customers and suggested additional bank products and services.
- Developed strong attention to detail by properly handling customer transactions.
- Answered questions about the bank's products and services.
- Received and resolved customer complaints.

Education

University of Virginia, Charlottesville, VA	**B.A. Economics, May 2010**
General Assembly, Washington D.C.	**Full Stack Web Developer, Sept 2017**