

Jacob Kool

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Achievements

- Wrote/defined/prioritized 400 Jira tickets in 2021.
- Level 5kyu on Codewars
- Completion of 'Modern JavaScript Masterclass' and 'React + Hooks Masterclass'.

Work Experience

Procore Technologies

Remote, US (Grand Rapids, MI)

June 2021-Present

- Product Support Engineer:
- Handled issues reported by clients, and when needed wrote Jira bug tickets for Dev using developer tools.
- Led bi-weekly meetings with product teams to discuss priority of outstanding bug tickets.
- Was the Escalation point for clients experiencing complex technical issues.
- Communicated releases to Customer Success Departments and created training materials for critical releases.

Procore Technologies

Austin, TX

January 2019-June 2021

- Financial Specialist - Customer Support Representative:
- First point of contact for customers needing technical help within the Procore system.
- Acquired a thorough understanding of the Procore system and tools needed to optimize its use and maximize its effectiveness.
- Assisted on special projects including skills based routing, evaluating new phone system, and an IPA/Super User Beta.

Procore Technologies

Austin, TX

June 2018-October 2018

- Inside Sales Development Representative:
- Prospected and generated leads through cold-calling and emailing.
- 109% attainment against quota in second month on job.

Education

Azusa Pacific University

Azusa, CA

Fall 2011 – Spring 2014

Degree: - B.A. Business Marketing
 - GPA: 3.8

Activities: - Living Area Council: Organized activities for groups of 200-500.
 - Campus Tour Guide for prospective students.