Aspiring front end engineer with a passion for problem solving. Awarded top technical representative out of 100+ representatives in 2020 before becoming support engineer. Eternally curious and excited about learning new technologies, and finding simple ways to explain complex problems.

Jacob Kool

Product Support Engineer

Work History

06-2021 - Current

Product Support Engineer

Procore Technologies Remote, Grand Rapids, US
- 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 an escalation point for clients experiencing complex technical issues
- Communicated releases to Customer Success Departments and created training materials for critical releases.

01-2019 - 06-2021

Financial Specialist - Customer Support Representative

Procore Technologies, Austin, TX
- First point of contact for customers needing technical help within the Procore system
- Acquired 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 Super User Access Beta

Education

08-2011 - 05-2014

B.A.: Business Marketing

Azusa Pacific University - Azusa, CA
GPA: 3.8

**Full Work history available upon request.

Contact

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E-mail
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Skills

CSS

JavaScript

React

Typescript

Bug Management

Front-End Testing/QA

Jira