

# Jacob Arsenault

## Looking for Full-Time Employment

Salt Lake City, UT 84101

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Authorized to work in the US for any employer

## Work Experience

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### Security Guard

Hyatt Regency Salt Lake City - Salt Lake City, UT

August 2023 to Present

The primary role of a Hyatt Security Officer is to provide for the safety and security of the hotel's guests and employees. Officers will adhere to established standards in the performance of their duties.

Security Officers shall:

- Enforce rules and policies with respect and professionalism
- Resolve conflicts with the use of de-escalation techniques
- Analyze situations accurately and implement an effective course of action
- Clearly communicate incident details with management
- Create accurate incident/accident reports as necessary
- Identify and investigate suspicious behavior and irregular activity
- Conduct Foot Patrols of designated areas
- Respond to alarms and requests for assistance
- Respond to medical emergencies, render aid, and relay information to EMS
- Utilize CCTV systems for investigations and surveillance
- Other duties as assigned by the Director of Security

### Unarmed Security Officer

Premier Security - Salt Lake City, UT

November 2022 to December 2023

Job Responsibilities:

- Communication skills: Security Officers must effectively and efficiently relay information to residents, clients, management, and coworkers.
- Interpersonal skills: Security Officers need to be able to maintain a calm, polite, and professional demeanor.
- Critical-thinking skills: Security Officers must be able to think critically and independently to appropriately respond to a variety of security related situations.
- Physical Capacity: Security Officers may be required to lift bags and other objects or stay on their feet for long periods of time.
- Greeted vendors and visitors at arrival
- Patrolled parking lot
- Performed inspections of guests as necessary

### Co-Founder and IT Director

Growing for Freedom - Olathe, KS

April 2016 to August 2023

I lead the IT department and oversee the day to day work, ongoing and future projects of the department. I'm also a member of the Board of Directors. Visit our websites at <https://growingforfreedom.org> and <https://free-comm.org> to learn more about what we do.

### **Direct Support Professional (DSP) / iLink Team Lead**

Goodlife Innovations - Olathe, KS

February 2018 to April 2022

DSP

My duties included: preparing meals and medication, cleaning dishes, cleaning the house, washing clothes, bathing clients, driving clients to activities, and teaching/rewarding clients when appropriate.

iLink Team Lead

My duties included: training iCoaches, monitoring group homes remotely, checking staff in when they arrived, supporting clients and staff in times of crisis or emergency, reviewing fire and tornado drills, and saving and reviewing footage.

### **Delivery Driver (Seasonal)**

Bravo Zulu Logistics LLC - Olathe, KS

September 2021 to January 2022

- Safely drive and operate the delivery vehicle at all times
- Use handheld devices for routing and customer delivery information
- Navigate a variety of routes throughout delivery area
- Drive and work in varying weather conditions
- Load and unload packages up to 400 pounds
- Take Personal Responsibility In Delivering Excellence (PRIDE) to every single customer

### **Crew Member/Pizza Maker**

Dewey's Pizza - Overland Park, KS

July 2017 to September 2017

My duties included: tossing pizzas, topping pizzas, peeling pizzas, basting pizzas, serving pizzas, boxing pizzas, tossing salads, serving salads, cleaning pizza ovens, floors, tabletops, and other areas. I also cleaned and stocked dishes.

### **Direct Support Professional (DSP)**

Chrysalis - Cedar City, UT

November 2015 to June 2016

My duties included: preparing meals and medication, cleaning dishes, cleaning the house, washing clothes, bathing clients, driving clients to activities, and teaching/rewarding clients when appropriate.

### **Carpenter/Laborer**

Cedar City, UT

July 2015 to April 2016

I assisted my father build his home. This included framing, roofing, plumbing, and electrical work.

### **Team Member**

Bonanza Steakhouse - Sanford, ME

2011 to 2014

My duties included: cooking main dishes and sides, prepping veggies and entrées for the salad bar, taking orders, bringing orders to tables and clearing tables, washing and stocking dishes.

## Education

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### **High school diploma or GED**

## Skills

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- Food Preparation (3 years)
- Online Marketing (3 years)
- Customer Service Skills (3 years)
- Web Design (6 years)
- Social Media Management (5 years)
- Carpentry (1 year)
- Social Media Marketing (1 year)
- Direct Support (3 years)
- Direct Care (4 years)
- CCTV (2 years)
- Digital marketing (2 years)
- Content creation (8 years)
- Search engines (5 years)
- Windows (10+ years)
- Software troubleshooting (8 years)
- Email marketing (3 years)
- WordPress (7 years)
- Healthcare (5 years)
- Web development (5 years)
- Apache
- MySQL
- GitHub
- Git
- PHP
- SQL
- Software deployment
- iOS development
- Java
- Operating systems
- Experience design
- JavaScript

- Software testing
- Axure
- Research
- Entity Framework
- Debugging
- E-commerce
- CSS
- SSH
- Google Analytics
- HTML5
- Writing skills
- Social listening
- Social media marketing
- SEO
- Analysis skills
- Communication skills
- Email marketing
- Digital marketing
- Content creation
- Typing
- Organizational skills
- Computer skills
- Customer service
- CRM software
- Live chat
- Upselling
- Phone etiquette
- Account management
- Google Suite
- Microsoft Excel
- Microsoft Word
- Microsoft Outlook
- Data collection

## Languages

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- Spanish - Intermediate

## Links

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<https://www.linkedin.com/in/jakearr/>

## Awards

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### **Eagle Scout Award**

October 2013

I was awarded the Eagle Scout award in October 2013 by the Boy Scouts of America after completing a food drive and shelf building project to assist York County Shelters in their mission, totaling 200+ man hours.

## Certifications and Licenses

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### **Driver's License**

May 2018 to October 2024

## Assessments

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### **Data entry: Attention to detail — Proficient**

August 2021

Maintaining data integrity by detecting errors

Full results: [Proficient](#)

### **Office manager — Proficient**

April 2024

Scheduling and budgeting

Full results: [Proficient](#)

### **Time management skills — Proficient**

April 2024

Managing one's own time to complete tasks quickly and efficiently

Full results: [Proficient](#)

### **Technical support — Proficient**

October 2021

Performing software, hardware, and network operations

Full results: [Proficient](#)

### **Sales skills — Proficient**

October 2021

Influencing and negotiating with customers

Full results: [Proficient](#)

### **Attention to detail — Proficient**

June 2023

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

### **Technical support: Customer situations — Proficient**

October 2021

Responding to technical support situations with sensitivity

Full results: [Proficient](#)

### **Principles of accounting — Proficient**

April 2024

Preparing financial records according to federal policies

Full results: [Proficient](#)

### **Delivery driver — Proficient**

October 2022

Interpreting instructions or signs and solving problems

Full results: [Proficient](#)

### **Software developer fit — Proficient**

August 2022

Measures the traits that are important for successful software developers

Full results: [Proficient](#)

### **Work style: Reliability — Proficient**

May 2022

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

### **Spreadsheets with Microsoft Excel — Proficient**

June 2023

Knowledge of various Microsoft Excel features, functions, and formulas

Full results: [Proficient](#)

### **Project timeline management — Proficient**

October 2021

Prioritizing and allocating time to effectively achieve project deliverables

Full results: [Proficient](#)

### **Work motivation — Proficient**

July 2022

Level of motivation and discipline applied toward work

Full results: [Proficient](#)

### **Sales fit — Proficient**

October 2021

Measures the traits that are important for success in sales positions

Full results: [Proficient](#)

### **Customer focus & orientation — Proficient**

March 2024

Responding to customer situations with sensitivity

Full results: [Proficient](#)

### **Administrative assistant/receptionist — Proficient**

February 2022

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

### **Customer service — Proficient**

March 2024

Identifying and resolving common customer issues

Full results: [Proficient](#)

### **Marketing — Proficient**

December 2023

Understanding a target audience and how to best communicate with them

Full results: [Proficient](#)

### **Management & leadership skills: Impact & influence — Proficient**

January 2024

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Proficient](#)

### **Social media — Proficient**

December 2023

Knowledge of social media techniques and analytics interpretation

Full results: [Proficient](#)

### **Bookkeeping — Proficient**

August 2021

Calculating and determining the accuracy of financial data

Full results: [Proficient](#)

### **Carpentry skills — Proficient**

April 2024

Using methods and tools to build or repair structures using wood

Full results: [Proficient](#)

### **Work style: Reliability — Proficient**

April 2024

Tendency to be reliable, dependable, and accountable at work

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Additional Information

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I served as an Assistant Scoutmaster in Troop 324 of Sanford, Maine until I was released due to relocation.