

JACOB FAIRWEATHER

Customer focused software engineer specializing in exceptional user experiences

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<https://github.com/jakefair97>

<https://jakefair97.github.io/portfolio/>

PROJECTS

Hair salon CRM | [GitHub](#) | [Website](#)

- SaaS tool for any hair salon to manage clientele and allow clients to review their experiences
- Created data models (e.g. clients, reviews, appointments) using Sequelize and set up API routes using Node/Express

Pokémon lookup tool | [GitHub](#) | [Website](#)

- Search tool for users to look up info about Pokémon, complemented with a GIF of that Pokémon
- Researched how to work with the parameters of the Tenor API to return the most relevant result for the user's search

EXPERIENCE

Bakery Service Team Member

Feb 2023 – Present

Whole Foods Market

Austin, TX

Provide customer service to shoppers while producing quality baked goods that meet our standards in a fast-paced grocery store.

Key Accomplishments:

- Assist an average of 20 customers each day by answering questions and assisting shoppers with their needs
- Manage, produce, and inventory over 200 units of product each day
- Communicate with team members across multiple departments to assist customers and complete daily tasks in a timely manner

Sales Associate

Jul 2022 - Oct 2022

Hollywood Feed

Austin, TX

Assisted customers by providing recommendations of products to boost the well-being of their pets and increased productivity by efficiently stocking new supplies as well as optimizing delivery routes.

Key Accomplishments:

- Attended trainings to learn about products that we carried to recommend the best products for our customers' pets needs
- Optimized delivery routes to decrease drive times by 15%
- Generated spreadsheets detailing our sales goals for the month

Store Manager

Nov 2021 - May 2022

Birds Barbershop

Austin, TX

Managed a fast-paced hair salon by providing calendar and utility support to the stylists and customer support to clients.

Key Accomplishments:

- Managed an average of nine calendars each day, ensuring that each stylist received an equal amount of clientele

- Provided customer service for over 100 clients everyday in person, over the phone, and through SMS messaging
- Generated a report to address concerns about lost revenue due to missed appointments and proposed a solution that would reduce the loss by 15%

Administrative Assistant

Feb 2020 - Oct 2021

Jackson School of Geosciences, UT Austin

Austin, TX

Provided administrative support to the advising suite, including calendaring, front desk management, and event planning.

Key Accomplishments:

- Served as the first point of contact for over 40 visitors daily seeking to speak to the advising department
- Lead the planning and execution of a virtual commencement ceremony for 85 graduating students during the COVID-19 pandemic

EDUCATION

Certificate in Full-Stack Web Development: UT Austin, Austin, TX

July 2023

Bachelor of Arts, Sociology: The University of Texas at Austin, Austin, TX
Certificate in Elements of Computing

May 2019