

JACOB FAIRWEATHER

Customer Support Engineer

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PROJECTS

Resident Portal (In progress) | [GitHub](#) | [Website](#)

- A mobile first resident portal with all the features landlords need to manage tenants
- Built utilizing VueJS on the frontend, Firebase on the backend for database management and hosting, and Stripe for payments

Hair salon CRM | [GitHub](#)

- SaaS tool for hair salons to manage clientele and allow clients to review their experiences
- Created data models using Sequelize and set up API routes using Node/Express

Pokémon search 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 a third-party REST API to return the most relevant result for the user's search

SKILLS

Technical Languages: HTML, CSS, Python, JavaScript, TypeScript, SQL

Libraries/Frameworks: jQuery, Bootstrap, React, Vue

Tools: RESTful APIs, GraphQL, Git, Node.js, Express, Sequelize, Jest, MongoDB, Firebase

Other: Microsoft Word, Excel, PowerPoint

PROFESSIONAL EXPERIENCE

Bakery Service Team Member

2023 – Present

Whole Foods Market

Austin, TX

- Maximize customer satisfaction by acquiring in-depth expertise of over 50 products, enabling personalized and effective recommendations that significantly contributed to successful purchases and heightened customer satisfaction
- Manage daily tasks to ensure all projects are completed each day, resulting in maximum productivity and profit for each day
- Collaborate seamlessly with cross-functional teams to enhance customer satisfaction and streamline daily operations, ensuring efficient task completion and contributing to a cohesive and productive work environment

Store Manager

2021 - 2022

Birds Barbershop

Austin, TX

- Collaborated with POS support staff to troubleshoot and resolve issues for clients, utilizing knowledge gained from our sessions to proficiently address similar client issues in the future, resulting in streamlined support processes and improved customer experiences
- Delivered exceptional customer service to a daily clientele of 80+ individuals through in-person interactions, phone calls, and SMS messaging, fostering strong customer satisfaction and loyalty while effectively resolving inquiries and concerns.

Administrative Assistant

2020 - 2021

Jackson School of Geosciences, UT Austin

Austin, TX

- Effectively managed and directed the inquiries of over 40 daily visitors as the primary contact for the advising department, fostering a welcoming environment and ensuring prompt and accurate information delivery, thereby contributing to a positive visitor experience.
- Organized the planning and execution of a virtual commencement ceremony for 85 graduating students, ensuring a memorable and seamless event that garnered widespread positive feedback from participants and contributed to a sense of achievement and celebration.

EDUCATION

Certificate in Web Development: UT Austin, Austin, TX

2023

Bachelor of Arts, Sociology: The University of Texas at Austin, Austin, TX

2019