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| --- | --- | --- | --- | --- | --- | --- | --- |
| Jacob Williams | |  |  | | --- | --- | | 556 E 1050 N  Ogden, Utah 84404 |  | | 801-452-5681 |  | | jake.lw96@gmail.com |  | |

Highly motivated, problem solving individual seeking a career change into a position as a full-stack developer.

# Skills

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| --- | --- |
| * Learning HTML, CSS, and JavaScript coding languages. * Problem solver * Always using good judgement * Typing speed of 65 WPM * Quick Learner * Self-motivated | * Proficient in Windows 7 and 10 operations * Proficient in Microsoft Office Word, Excel, and Powerpoint * Self-starter * Excellent leadership skills |

# Experience

### 04/2016 – CURRENT

## Certified Underwriter / America First Credit Union, Roy, UT

* Analyzing credit reports with the intention of determining creditworthiness
* Review members’ financial statements, salary, and employment to prepare for a decision
* Use good judgement with the support of the above information to make a decision on an application for credit
* Make decisions on line of credit, credit card, automobile, and recreational vehicle applications

### 11/2015 – 3/2016

## Member Service Representative / Teleperformance Inc, Salt Lake City, UT

* Answered inbound phone calls from members of USAA
* Researched and troubleshoot issues with members’ credit cards
* Serviced members’ basic credit card needs
* Provided the highest level of customer service

5/2012-11/2015

## Restaurant General Manager / KFC Ogden, UT

* Hire, train, and maintain employees
* Regularly create schedules for upcoming work weeks
* Ensuring customers received excellent customer service
* Controlled operations cost through labor management and accurate inventories

# Education

### MARCH 2021 - current

## Professional Education Certificate / University of Utah, Salt Lake City, UT

* Learning full stack web development
* Coding languages HTML, CSS, and JavaScript

### May 2015

## Highschool Diploma / Ogden High School, Ogden, UT

* Graduated with 3.6 GPA

# Activities

I enjoy working in a team-based environment, but I also love to work on an individual basis as well when needed. I enjoy solving problems and working on my coding skills in my spare time. I have exceptional leadership skills. I successfully rose through the ranks in my position with KFC very quickly. I became a supervisor within a year of working there and became a manager within two years of working there.