

# Max Jacobson

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Portfolio: [maxjacobson.me](http://maxjacobson.me)

801 234 0170 | Provo, Utah Area

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## PERSONAL STATEMENT

You know how people binge-watch netflix? I binge-read Angular and Node docs. When i'm not spending my free time with my family, I am catching up on the latest technologies and improving my craft. I set challenging goals for myself including solving complex javascript problems on a daily basis, adding new content to my portfolio, and learning new and exciting technologies. I'm always eager to learn more, and I crave knowledge. I value developing and maintaining relationships and going above and beyond expectations for clients, co-workers and teammates. I pay attention to the details, work well in both team and individual settings, and can get things done. I strive to be happy and enjoy what I'm doing, but I'm always looking for ways to improve myself or to improve what I'm working on.

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## KEY SKILLS

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|--------------|--------------|-------------|
| • Javascript | • PostgreSQL | • HTML5     |
| • Angular JS | • JQuery     | • CSS3      |
| • Node JS    | • Github     | • Bootstrap |
| • Mongo DB   | • Git        | • Java      |

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## EMPLOYMENT

### Freelance Web Developer

[maxjacobson.me](http://maxjacobson.me)

November 2016 - Present

My passion is full-stack web development. I'm highly adept at conveying complex technical information to a variety of professional and lay audiences in a clear and understandable manner. I care as much about the aesthetic of a page as the integrity of the code that's used to build it. I'm a problem solver who finds fulfillment in flawless creative execution and a critical thinker whose suggestions and solutions are built on consideration and understanding. I use the latest web technologies and tools to make beautiful, responsive websites. I'd love to help you on your next project.

### Technical Support Manager

Torch LMS

May 2017-Present

Manage, lead, and develop our technical support team. Provide in-depth and detailed support to our customers to resolve technical issues. Manage the entire support ticket process through to resolution. Develop, document, and implement support processes and metrics for the team. Develop strategies, goals and tactics to improve efficiency. Effectively track, prioritize, and ensure that support tickets meet SLAs and are resolved to total customer satisfaction and on time. Plan and develop appropriate resources for the support team. Work in close relationship with the Development, Customer Success, Product Management, and other teams within the company to ensure all appropriate resources are aligned with providing the highest level of support. Become a technical expert in our products and applications. Reproduce, document and raise issues to the Development team. Gather and analyze data to resolve application issues or answer customer questions. Influencing future products and help identify functionality that will increase customer satisfaction and reduce support requirement. Responsibility for off hours support.

**Information Systems Specialist**

Torch LMS

December 2015-May 2017

Working as a System Specialist at an up-and-coming software company has allowed me to develop many skills and wear many hats. Proficiency in testing web-based systems to identify any performance and quality issues as well as bug tracking. Evaluated new software applications and coordinated with developers to address any defects as well as discuss QA concerns. Committed to ensuring that quality standards are upheld to promote optimal customer satisfaction. Facilitated Single-Sign-On and SFTP integrations with clients and ensured a smooth, well-documented implementation.

**Desktop Support Analyst**

Server Plus

January 2015-December 2015

Customer-focused Desktop Support Technician with success in a variety of computer operating systems, applications, and hardware. Analytical and adept at resolving complex network issues. Critical thinker who addresses customer support issues quickly and who consistently exceeds performance standards. Responsibilities include: Install, configure, test, maintain, monitor, and troubleshoot end user and network hardware, peripheral devices, printing/scanning devices, and mobile devices using a ticketing system.

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**EDUCATION****Dev Mountain**

April 2016 - August 2016

Learning and building fully responsive, interactive websites that are industry standards using HTML5, CSS3, Javascript, AngularJS, NodeJS, ExpressJS, and MongoDB.

**Weber State University**

2017 - Present

Currently pursuing a degree in Computer Science