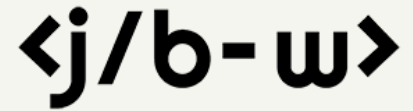


# JACOB BEST-WITTENBERG



## Software Developer

### PERSONAL PROFILE

I'm a Nashville native who worked in restaurants most of my adult life. Moving into web development has been an exciting journey that's allowed me to pursue my natural passion for problem-solving by learning new skills and exploring creative solutions to issues.

### CONTACT ME AT:

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### RECENT PROJECTS

#### Insert Knife

<https://github.com/jacob-bw/Insert-Knife>  
An application built using React, SQL, and C# that enables users to play a mystery puzzle game using mouse controls, an API, and a SQL Server database.

#### Belly Up

[github.com/jacob-bw/capstone-belly-up](https://github.com/jacob-bw/capstone-belly-up)  
[jbw-capstone.firebaseio.com/](https://jbw-capstone.firebaseio.com/)

- An application built using React that uses an API to generate a random word and create a "tattoo" around a belly button using the belly button as the 'O' within the word

### ACADEMIC BACKGROUND

#### Nashville Software School

Full Stack Web Development  
August 2019 - August 2020

#### Middle Tennessee State University

Philosophy | August 2007 - May 2011

### TECHNICAL EDUCATION

#### Nashville Software School - Nashville TN

August 2019 - August 2020

##### Full Stack Software Developer

- 12-month web development bootcamp, learning fundamental tools and technologies for front and back end web development.
- Extensive work on projects with dynamic team structure and project requirements, as well as working as a group remotely.
- Languages learned include Javascript, CSS, HTML, React, SQL, C#/.NET
- Experience with common tools and technologies including, but not limited to, Git, NPM, bootstrap, axios, and Postman.

### WORK EXPERIENCE

#### Eventbrite - Nashville TN

October 2017 - April 2020

##### Customer Experience Specialist II | December 2019 - April 2020

- Built relationships across teams and collaborated on interdepartmental projects to increase internal communication as a response to increased friction between customer-facing and non-customer-facing teams.
- Assumed leadership responsibilities, including mentoring new hires during ramp-up period, leading team meetings, and heading weekly standups with product updates, policy changes, and quality training.

##### External Developer Support SME | April 2019 - April 2020

- Provided assistance and direction to third party developers attempting to integrate with the Eventbrite API.
- Created and distributed training materials and internal documentation to expand Customer Experience team's ability to support developers before escalating issues to External Developer Support team.
- Became familiar with REST APIs, Postman, SQL, and wrote some basic Python scripts

##### Customer Experience Associate | October 2019 - December 2019

- Increased responsibilities and leadership opportunities among peers, with new duties including leading trainings, distributing internal product update communication docs, and leading meetings in team leads absence, as well as increased specialized knowledge focus as External Developer Support SME

##### Customer Experience Representative | October 2017 - October 2019

- Provided in-depth support and platform expertise to creators and consumers through phone, chat, and email channels

#### MTSU ResNet - Murfreesboro TN

September 2010 - September 2011

##### Help Desk Technician

- Provided technical support services for residents of Middle Tennessee State University. Duties included antivirus installation, software upgrades, virus removal, and basic maintenance on students' personal desktop and laptop computers.

## ADDITIONAL WORK EXPERIENCE

### **Nicky's Coal Fired – Nashville TN**

November 2016 – September 2017

### **Butcher and Bee – Nashville TN**

December 2015 – November 2016

### **Josephine – Nashville TN**

September 2015 – December 2015

### **Little Octopus/Otaku Ramen – Nashville TN**

May 2014 – September 2015

### **Shalom Y'all – Popup – Nashville TN**

August 2014

### **Dinner Lab – Nashville TN**

January 2014 – May 2014

### **See Spot Eat – Nashville TN**

May 2013 – October 2013

### **Kerfluffles Marshmallows – Nashville TN**

November 2012 – May 2013

### **Bar Bar Black Sheep – Chicago IL**

May 2012 – September 2012

## **Lead Line Cook, Sous Chef**

2012 – 2017

### **Lead Line Cook**

- Responsible for confirming all stations and kitchen surfaces were cleaned and disinfected after each shift. Ensured adherence to standard food storage and rotation practices to reduce food waste and prevent cross contamination.
- Worked with star chefs such as Dominique Crenn, Trevor Moran, and Andy Ricker for special guest pop-up dinners
- Developed proficiency within multiple different culinary traditions, as well as specialized skills such as butchery, charcuterie, fermentation, pickling, baking, pastry and confection.

### **Sous Chef**

- Responsible for confirming all stations were stocked and prepared for each service, and assisting with extra projects.
- Served in managerial capacity in the Head Chef's absence.
- Menu creation responsibilities included weekly specials, desserts, and research and development for new menu items.
- Additional responsibilities included managing inventory, calculating food costs, and staff scheduling.

### **Tennessee Democratic Party GOTV**

#### **Greater Nashville Area**

September 2012 – November 2012

### **David Glasgow for Metro Council**

#### **Nashville TN**

May 2011 – August 2011

### **David LaRoche for State Senate**

#### **Murfreesboro TN**

August 2010 – November 2010

### **Jeff Yarbrow for State Senate**

#### **Nashville TN**

May 2010 – August 2010

### **Change That Works**

#### **Greater Nashville Area**

October 2009 – February 2010

## **Volunteer Organizer**

2010 – 2012

- Responsible for recruiting, coordinating, and leading teams of volunteers serving as door-to-door canvassers for local races, national campaigns, and Get Out The Vote efforts.
- Worked with campaign directors and candidates to determine plans of action, target areas, and create target territories within the district for canvass teams.
- Developed extensive first-hand familiarity with Nashville's diverse communities and neighborhoods.
- Served as an Official Observer at polling locations on election day to track election results in real-time.
- Lead teams directly in the field, as well as remotely from a central location. Outreach methods consisted of visibility actions, door-to-door canvassing, and phone banking.