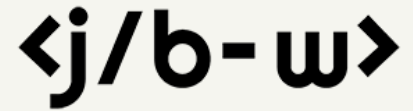


JACOB BEST-WITTENBERG



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:

615-870-9708
wittenberg.jacob@gmail.com
github.com/jacob-bw
linkedin.com/in/jacob-best-wittenberg/
jacob-bw.dev

RECENT PROJECTS

Belly Up

github.com/jacob-bw/capstone-belly-up
jbw-capstone.firebaseio.com/

- An application 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
- In addition to React, and other technologies used in this project are Axios and Firebase, and frameworks like Bootstrap

ACADEMIC BACKGROUND

Nashville Software School

Full Stack Web Development
August 2019 - August 2020

Middle Tennessee State University

Philosophy | August 2007 - May 2011
- Recipient of the MTSU Presidential Scholarship and MTSU Honors Scholarship

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.
- Experience with common tools and technologies such as Git, SQL, NPM, axios, React, and Postman, among others.

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.