Paul Jacobs

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WORK EXPERIENCE

Research Assistant (Freelance, Part-time)   May 2023 – Current
More Like US | Washington, D.C. (Remote)
- Online research into American political opinion surveys and methods for depolarizing American politics.
- Creating a dataset of American survey results that highlights shared perspectives, values, and other qualities people have in common.

Quality Assurance Analyst   June 2019 – October 2022
Epic Systems | Verona, WI

- Tested the MyChart patient portal website, mobile app, and related databases. Clearly documented test plans and issues, and coordinated with developers to implement and test fixes.
- Wrote and edited release notes, customer setup guides, and internal wiki pages explaining use of and context behind new development.
- Set up, maintained, and provided help desk support for internal testing sites as a member of the QA server support team.
- Conducted root cause analyses and reportable investigations of serious issues, working with area experts to determine causes, impact, future process improvements, and communication with customers.
- Managed the documentation output of a team of 15, tracking progress and providing guidance to meet quarterly deadlines.
- Jointly managed software development projects, including organizing recurring meetings, coordinating testing, and providing regular updates to stakeholders.

GIS Research Assistant   Sept. 2018 – May 2019
U-Spatial (University of Minnesota) | Minneapolis, MN

- Performed spatial analyses, digitized physical maps, and collected data online for GIS research projects.
- Helped students and faculty use GIS software and find resources as a member of the GIS help desk team.
- Administered ArcGIS enterprise system at the university, provisioned licenses and credits.

EDUCATION

University of Minnesota | Bachelor of Arts in Geography | Bachelor of Arts in Global Studies   2015 - 2019
           Minors in Political Science, Russian

VOLUNTEERING

Co-Chair, Communications Committee   April 2023 – Ongoing
Braver Angels D.C. Alliance| Washington, D.C.

- Recruit and onboard volunteers to assist with Communications Committee initiatives.
- Set up and manage our website, event calendar, and social media.

Front Desk & Database Volunteer   June 2018 – May 2019
International Institute of Minnesota | St. Paul, MN

- Helped screen potential clients to determine if IIM can help with their residency and citizenship applications.
- Documented client information and uploaded application documents to an internal database.
- Checked in clients, scheduled appointments, and called clients to check on application statuses.

SKILLS

General: Online research, software testing, project management, technical writing, help desk support, usability, accessibility

Software: Microsoft Office (Excel, Word, etc.) | SQL Server | HTML | Postman | ArcGIS | R | C# | Selenium

Languages: English (Native), Spanish (Intermediate), Russian (Elementary)

Knowledge: HIPAA, Agile software development, electronic health records, 508 compliance, 21st Century Cures Act