JACOB KOLB

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***CAREER PROFILE***

I have 8 years’ experience in consumer electronics in the outdoor adventure and action sport industries as a member of small startup organizations. My activities specialize in areas of customer support, technical engineering, and communication where I was instrumental in creating easy to understand user manuals and assist in product development from design to production.

As technical lead for customer support and business development I specifically worked to enhance understanding in user manuals and other media. I aided customers in understanding their needs and suggested the required solar and battery solutions needed create great experiences with our equipment. In addition, I constructed electrical schematics, specified parts, negotiated with suppliers, organized production, and oversaw deployment as well as customer relations.

***CAREER HIGHLIGHTS***

* International CES Innovations Design and Engineering Award – Goal Zero
* Stock market launch – Skullcandy
* Company acquisition by a multibillion industry leader – Goal Zero

***PROFESSIONAL EXPERIENCES***

***[](http://www.goalzero.com/)***

[**Goal Zero**](http://www.goalzero.com/)Bluffdale, Utah **July/2012 to September/2015**

Goal Zero is a leader in portable power, providing solar and battery power solutions from small cell phones up to large household appliances. In addition to providing solutions to the consumer market, Goal Zero is heavily involved in humanitarian efforts to provide reliable power to developing areas around the world.

**Business Development Technical Lead (2014-2015)**

* Assistant Product Manager Goal Zero [Street Charge](http://www.nrgstreetcharge.com/)
* Quality Assurance Assistant Manager
* Cultivate relations with suppliers and manufacturers to improve workflow and shorten lead times
* Visit with client on site during first deployment to ensure good communication and create lasting relationships
* Manage Engineering Technicians and temporary workers

**Electrical Engineering Technician (2013-2014)**

* Edit and deploy firmware in production items
* Design and specify materials for wire harness production
* Modify Alpha and Beta PCB production samples to fit deployment specification
* Build and rework circuits

**Solution Center Lead Technical Representative (2012)**

* Edit highly technical user manuals to increase customer understanding
* Provide timely and accurate solutions for computationally intensive customer inquiries and troubleshoot problems for both commercial and consumer applications
* Administrator of Goal Zero social media

**Skullcandy** Park City, Utah **November/2010 to July/2012**

Skullcandy produces audio speakers as headphones, earphones, hands free devices, and apparel while maintaining a large presence in the action sport arena and general consumer market.

**Customer Service Representative (2010-2012)**

* Manage Ebay order fulfillments
* Resolve up to 150 customer inquiries daily by phone or email
* Guide customers to best fitting products for up sale
* Build rapport, listen, and clarify customer situation to provide outstanding solutions

***EDUCATION***

**UNIVERSITY OF UTAH,** Salt Lake City, Utah, Expected graduation: 2022

**B.S.** Electrical Engineering – Emphasis in Sonic technologies

**UTAH VALLEY UNIVERSITY,** Orem, Utah, Graduation 2016

**A.S.** Applied Sciences – Emphasis in Biology and Chemistry

***EXTRACURRICULAR & VOLUNTEER ACTIVITIES***

**Boy Scouts of America,** Provo, Utah, 2006

* Eagle Scout and Bronze Eagle Palm

**Latter Day Saint Church,** Piura, Peru, 2008-2010

* Zone Leader over 3 Districts comprising (over 20 individual team members)
  + 20% increase in conversion rate over 3 months
* Financial Secretary managing over 250 accounts and cash flow of 10,000 Soles
* Trainer

Professional References

Benjamin Engle (University of Utah) (435) 862-4116

Keyvan Vasefi (Goal Zero) (801) 367-4378

Jonathan Munk (Skullcandy-Goal Zero) (801) 368-3002

James Atkin (Goal Zero) (435) 669-2511