

JAKE SHREVES

Conroe, TX · jake@shreves.dev · 936.320.5554

EDUCATION

Powell County High School

High School Degree

Stanton, KY

Aug 2010 - Jun 2014

Bluegrass Community and Technical College

Associates (3/4 finished) Computer Science

Winchester, KY

Aug 2014 - October 2015

Grand Canyon University

Bachelor of Science Software Development

Conroe, TX (Online)

July 2024 - October 2027

EXPERIENCE

God's Garage - Nonprofit/Charity

Receptionist, IT and Media Producer

Conroe, TX

Aug 2020 - Present

- Record and edit videos that go onto various social media platforms
- Handle all in person visitors with car donations, volunteer opportunities and staff related needs
- Process vehicle titles and add them into our vehicle database
- Maintain vehicle database
- Assist with other office duties as needed
- Train new receptionists
- Answer phone calls, emails and social media messages regarding information on our organization and/or vehicle donations
- Schedule and maintain daily vehicle pickup driver teams
- Update historical donation reporting
- Maintain network infrastructure, office hardware and other IT related items as needed
- Compile and report all year end tax documents for donations received throughout the year
- Manage our online presence (Facebook, YouTube, Yahoo, Google)
- Manage and organize our videos, pictures, logos, etc. This includes keeping it organized in a way so that if I had to have someone else start working on it, they could make sense of it.
- Create and edit our videos, pictures, logos, etc.

Kelly Connect - Apple Program

Tier 1 Chat Support Technician

Conroe, TX

Dec 2019 - Aug 2020

- Diagnose issues remotely
- Handle difficult situations with customers
- Chat with up to 3 customers at a time
- Show compassion and empathy towards customers
- Find the best resolution that I can for my customers
- Train new employees by showing them how I do my day to day work and what my best practices are

Support.com - Comcast Program

Chat Representative / Mentor / Corporate Trainer

Lexington, KY

Oct 2017 - Sep 2019

- Manage up to 40 people at once
- Able to multi-task efficiently
- Monitor, evaluate, or record training activities or program effectiveness
- Offer specific training programs to help workers maintain or improve job skills
- Develop alternative training methods if expected improvements are not seen
- Organize and develop, or obtain, training procedure manuals, guides and course materials such as visual materials
- Present information using a variety of instructional techniques or formats, such as role playing, simulations, team exercises, group discussions, videos, or lectures

- Evaluate training materials prepared by instructors, such as outlines, text, or handouts

Amazon*Customer Service Representative*Winchester, KY
May 2016 - Aug 2017

- Conferred with customers by telephone to provide information about products or services, take or enter orders, or obtain details of complaints
- Kept records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken
- Check to ensure that appropriate changes were made to resolve customers' problems
- Refer unresolved customer grievances to designated departments for further investigation

Kroger*Stocker / Gas Attendant / Meat / Cashier*Stanton, KY
Apr 2015 - May 2016

- Answer customers' questions about merchandise and advise customers on merchandise selection
- Stock shelves, racks, cases, bins, and tables with new or transferred merchandise
- Pack customer purchases into bags or cartons
- Receive, open, unpack and issue sales floor merchandise
- Clean display cases, shelves, and aisles

SKILLS

Programming Languages: Python, HTML, CSS / SCSS, JavaScript, TypeScript, React / Vue
Tech Skills: General electronic repair, Computer repair/building, Phone repair, Tech oriented mindset
OS Experience: Windows, Linux, macOS
Customer Related: 6+ years of customer service related experience, Excellent at defusing situations
Miscellaneous Skills: Can type ~90+ WPM, Problem solver, Multi-tasker, Motivated, Critical thinker

LINKS

Github<https://github.com/jakedev796>**Portfolio Website**<https://shreves.dev>