



CONTACT

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JACOB DYNES

EDUCATION

DeVry University - Online

Collegiate Entrepreneurship Initiative Certificate of Appreciation

December 2024

- I am one of two winners

Associate of Applied Science (AAS)

July 2022 – June 2024 GPA 3.89

- Engineering Technology with a focus on Machine Learning & Design Techniques

Dean's List Award

Undergrad Certificate in Engineering Technology with Honors

April 20, 2024

Twin Rivers Adult School

High School Diploma – 2012

CERTIFICATIONS

Programming Hub

- Django – November 22, 2023
- Machine learning using Python – November 22, 2023
- Python for A.I – November 22, 2023
- Python 3 – November 22, 2023
- Computer Vision using Python – November 22, 2023
- Flask using Python – November 22, 2023
- Python – November 22, 2023

Occupational Safety and Health Administration – OSHA

- Construction Safety and Health – November 17, 2009

Lift Truck License

- FORKLIFT – Expired January 2, 2022
- REACH – Expired January 3, 2022
- OP – Expired January 3, 2022
- EPJ – Expired October 22, 2022
- PACER – Expired October 22, 2022

WORK EXPERIENCE

Residential Installation Technician | Comcast

October 18, 2021 – Present

- Complete installation of cable for new residents, ensuring proper connection for services of phone, internet, cable.
- Utilize diagnostic tools to troubleshoot and resolve complex technical issues, improving customer satisfaction.
- Utilizing Google translate as a means of communicating with customers over cultural and language differences to ensure customer satisfaction and resolve customer service issues.

Plumbing Associate | The Home Depot

April 15, 2019 – October 16, 2021

- Offered customers requested suggestions for innovative design of home improvement projects, based on professional knowledge.
- Ensured products were properly and accurately stocked, faced, and organized to maximize customer experience.
- Provided efficiency to customers by using next generation FIRST phone for product lookup.
- Performed supervisor duties, such as: RTV (Return to Vendor) Products, on-hand changes, clearance, and buybacks.
- Awarded Sales Associate of the Month – December 2020.

Acting Supervisor | The Home Depot

February 17, 2021 – June 1, 2021

- Served as team leader by creating a system for work to be done, allowing coworkers to take initiative in choosing what job they did; then initialing what day they completed the task.
- Attended supervisor meetings.
- Responsible for merchandizing the front of the store for improved customer shopping experience.
- Responsible for counting products for Yearly Inventory.

Pro Lot Loader | The Home Depot

November 28, 2018 – April 12, 2019

- Sought out 'Pro' customers to determine their need for assistance loading products into their vehicle.
- Responsible for verifying, loading and securing merchandise into customer's vehicle; ensuring that the payload limits based on the type of vehicle are followed.
- Responsible for providing a clean and organized Contractor loading area, maintaining enough carts, and replenishing loading supplies.

Freight Manager | Shop Smart

June 22, 2017 – October 8, 2018

- Responsible for leading a team in unloading delivery trucks, down stacking, stocking, rotating and facing product.
- Responsible for ordering, verifying, noting the count and condition of cargo received.
- Trained new employees, led by delegating responsibilities based on employee strengths and areas for improvement.

Merchandiser | Summit Beverage of Oregon

July 17, 2017 – August 25, 2018

- Responsible for stocking beer, wine, and soft drinks.
- Responsible for placing products in a visually appealing way to enhance customer shopping experience.

Cleanup Crew | Taylor's Sausage Inc

April 23, 2017 – May 20, 2017

- Responsible for the cleanliness of all areas of the kitchen, dish room and disposal of trash.
- Responsible for sanitizing food machines using a water pressure hose and cleaning chemicals.
- Responsible for maintaining sanitation to Federal Fish and Game standards.

Professional Mover | Two Men and a Truck

October 12, 2015 – March 24, 2017

- Responsible for moving business, industrial and residential furniture to-and-from contracted locations.
- Responsible for the breakdown and set-up of furniture items based on customer needs.
- Responsible for the pad and wrap of furniture items into-and-out of 26-foot box truck for successful transport to next location.
- Responsible for maintaining communication with moving team to ensure safety in moving as well as protection of furniture to its destination.
- Awarded Mover of the Month – August 2016