

# HEATHER M. JACOB

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## SKILLS :

- Extensive experience working in the customer service industry.
- Working with various Point-of-Sale systems.
- Using AutoCAD 14, AutoCAD 2000, and MS Microstation.
- Experience using business software including Microsoft Office Suite 2007 (Access, Word, Power Point and Excel), Quick Books, Corel Suite 8 (WordPerfect, Quattro Pro), and OpenOffice.
- Designing and developing database-driven Web sites using HTML4, HTML5, XHTML, CSS, CSS3, PHP, MySQL, and JavaScript.
- Working knowledge of Oracle 9i, Transact-SQL, and Microsoft SQL Server 2008.
- Working knowledge of UNIX scripting, installing and using Linux OS's including Fedora, Red Hat, and Ubuntu.

## EDUCATION :

- Indiana University – Purdue University Fort Wayne – Seeking a BS in Information Systems with minors in Computer Science, Database, and Anthropology. **Present**
- Ivy Tech Community College – Graduated Magna Cum Laude, **3.81 GPA** **Graduated 5/10**
  - AAS in Computer Information Systems - Database Management.
  - AAS in Computer Information Systems - Web Development.
  - CompTia A+ Certification
  - CIW v5 Certified Internet Web Professional Certification.
  - Teaching Assistant in Web Design, PHP, MySQL, and Microcomputer Operating Systems Classes. Tutoring, grading, and developing problem solving and instruction techniques.
  - Assist in preparation for and judging of the Indiana SkillsUSA Regional and State Web Design Competitions.
  - Worked with a team to develop a new Access database for the Allen County Council on Aging.
  - Consistently made the Dean's List and earned several invitations to join the Phi Theta Kappa Honor Society.
  - Scored in the top five percentile nationally on the Collegiate Assessment of Academic Proficiency exam.
- ITT Technical Institute – Architecture Technology **6/91-11/92**
- Columbia City Joint High School – Graduated **6/90**

## **WORK HISTORY :**

### **Meijer**

**3/02 – Present**

- Produce Orderwriter
  - Perform daily inventories and create orders for the next day's delivery.
  - Create and set weekly sales displays and maintain floor stocking conditions.
- Third Shift Grocery Stocking Team Leader
  - Ran crews of up to 15 people in nightly stocking activities.
  - Maintained inventory and floor stocking conditions.
  - Created and implemented new ad displays each week.
  - Created weekly schedules meeting company and situational needs.

### **Ivy Tech Community College Library - Workstudy**

**6/10 – 7/10**

- Helped with filing, shelving books, processing new books and anything other duties the librarians need done.
- Help students and others find books both in the stacks and online.
- Help students log into and navigate around the virtual library as well as Ivy Tech's website and Blackboard.

### **Bulter Telecom - CAD Drafter**

**9/00 - 5/01**

- Drafted cable systems using a variety of CAD software

### **Marco's Pizza - Delivery Driver**

**1993 - 2003**

- Took telephone orders.
- Delivered pizzas.
- Helped with the making, cooking, and cutting of the pizzas.
- Performed both opening preparation duties and closing cleaning duties.

### **Crescent's Corner Express - Assistant Manager**

**8/92 - 6/00**

- Responsible for daily paperwork including counting cash drawers and drops, doing deposits, figuring gas and lottery sales and figuring credit card transactions.
- Wrote the weekly schedule.
- In charge of training new employees, discipline, and terminations.
- Managed vendor contracts.

References available upon request.

Samples of my web programming work can be viewed at [www.hmjacob.com](http://www.hmjacob.com).

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