

**Jacob “JL” Lange**  
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**Education:** Master of Library and Information Studies. University of Alabama, Tuscaloosa (Expected Graduation Date 05/2025), GPA: 4.0, Honors: Phi Kappa Phi.

Bachelor of Arts in International Studies with a Minor in Mandarin Chinese. University of Alabama, Tuscaloosa (06/2004-12/2008), GPA: 3.27, Honors: University Honors Program.

**Skills:**

- Educated in the field of library and information studies, with a passion for the field. Skilled at teaching information literacy, promoting a learning environment where students are engaged and able to thrive, using design thinking to facilitate positive outcomes in instructional sessions.
- Skilled in the art of active listening. Able to quickly understand and respond to the spoken and unspoken needs of patrons in reference interactions to help identify their research needs, help them find necessary resources, and resolve any issues they may be experiencing.
- Typing Speed of 75 WPM. Advanced knowledge of Microsoft Office Suite, Windows, Google Workspace, and multiple live chat programs, as well as a sound understanding of Salesforce, HTML, basic programming and network and database fundamentals. Able to learn new software quickly and efficiently.
- Challenge-driven problem solver who thrives in unfamiliar situations and thoroughly enjoys learning new things, developing new skills, conducting interdisciplinary research, and helping patrons and students do the same.

**Work Experience:**

**Substitute Library Assistant, Englewood Public Library (04/22-11/22):**

- Helped with daily opening procedures. Shelled books as needed. Assisted with the reception and processing of interlibrary loan books.
- Assisted patrons with opening new library cards, checking out and returning books using Alma at either the main desk or computer/reference desk. Provided technical support necessary for patrons to utilize computers and printer stations.

**Customer Experience Specialist, Frndly TV (03/2022-10/22):**

- Furnished top of the line customer service through live chat, emails, and social media. Served as the first point of contact for customers and owned any issues that arose through to resolution.

- Provided technical support to troubleshoot any issues customers might face; answered inquiries regarding sales, product features, billing and account management.
- Quickly learned enough to become a subject matter expert relating to the offered product. Used Freshdesk and Google Suite to efficiently provide world-class customer service.

### **3rd Shift Supervisor, Network Global Logistics (10/15-01/17):**

- Hired as Customer Solutions Consultant. Promoted due to exemplary leadership skills, customer service experience, and ability to quickly resolve client escalations, and prevent potential service failures.
- Managed and trained a team of 10-12 Customer Solutions Consultants in providing creative solutions to solve and prevent crises in a fast-paced, high-stress environment.
- Served as liaison to independent couriers to ensure their needs were met and they were able to fulfill their duties as quick-moving, well-trained assets able to tender and recover packages from commercial airlines.

### **Web-based Customer Support Specialist, The CE Shop (02/14- 01/15):**

- Resolved a wide array of service issues to ensure customer retention and satisfaction while also generating and closing sales by locating and identifying quality leads within high volumes of customer inquiries interfacing regularly with all departments within the company to ensure the needs of both internal and external parties were met.
- Developed and maintained in-depth multi-state educational adherence plans which anticipated the needs of large clients ensuring their continued loyalty and maintaining an exemplary level of customer satisfaction.
- Provided peer-to-peer feedback and coaching when appropriate, worked closely with management to rectify issues outside of peer-to-peer scope, aided in creating quality assurance assessment forms, composed internal best practices document for manager's approval.
- Participated in a wide array of customer support, marketing, curriculum, and technology projects including completion of account audits, ongoing social media projects, assistance with catalog management and course review, quality assurance assessments and user experience testing before website rollouts.

### **Operations Manager of Compliance, Technology, and Customer Support, Miracle Equity Group (07/13-02/14):**

- Handled hardware and software issues, created profit/loss reports, income projections, expense reports, budgets, and customer service guidelines, and also trained new and senior employees on compliance standards, proper technology usage within the industry, the use of internal systems, and provision of best-in-class customer experience.

- Created websites for each company within the holding group, developed and curated social media presence using support focused marketing techniques while also ensuring all systems and communications were held to the state-mandated standards regarding information security, privacy, and marketing guidelines.
- Optimized and simplified processes to best serve the customer by reducing wait times for check-in and purchase, and ensuring all employees were providing the level of customer service required to secure loyalty of both new and existing clientele.
- Built professional working relationships and established rapport with vendors and state regulators to maintain the company's positive public image and instituted knowledge continuity policies and created process documentation to facilitate training of new staff and maintain the compliant and effective completion of all duties.

**Web-based Customer Loyalty Team Member, Zappos.com (03/12-07/13):**

- Hired as Customer Loyalty Team Representative. Promoted to serving as a team captain of a Live Chat Department Team. Moved to Graveyard Team as it provided more opportunities to develop new skill sets.
- Coordinated with management to affect the cultural trajectory of the team by taking small steps daily towards creating a more positive and efficient work environment.
- Assisted leadership team with continued training of new team members on proper company protocols, service techniques and how to streamline order notation.

**Instructor (SAT/ACT/GMAT/GRE), The Princeton Review (02/10-07/13):**

- Instructed diverse groups of students of varied skill levels on proper test-taking techniques and subjects including math, grammar, and problem solving while also adapting the materials to fit both the learning styles of individual students and the setting of the session (one-on-one, small group, large classroom).
- Developed trust and built strong relationships with students, parents, schoolteachers, and administrators to help bolster participation in the program; generated additional sales by interacting with potential students and their parents at college fairs, conferences, and education rallies.
- Worked independently in a self-structured fashion from numerous locations requiring advanced time-management skills.