JACOB D ROOT

505 Broadway Unit 503 ♦ Tacoma, WA 98402
253.279.3451 ♦ jakeroot@uw.edu

PROFILE

Results-driven, award-winning Urban Design student and GIS Certificate holder. Primary interests are in the city, and its operation. Excellent skills in communication, outreach, management, and workload handling. Spent many years working in hotel environment, dealing directly with guests, customers, and clients. People-focused with desire to work in challenging environment.

WORK EXPERIENCE

Driver

01 August 2017 to Present

Uber Technologies & Lyft, Inc   Part-time, ~$17 to $24 / hour
Seattle and Tacoma, WA

Worked strategically with both Uber and Lyft to maintain an efficient transport system. Worked as driver to move passengers and their goods. Helped with directions to and from destinations. Provided personal guidance on specific areas, as requested by passengers. 5-Star rating on both platforms.

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Parking Attendant, Customer Service Agent

01 July 2014 to 23 March 2018

Republic Parking Northwest   Full-time, $12 / hour
Tacoma, WA 98402

Helped manage hotel and parking. Worked primarily at Courtyard by Marriott Tacoma Downtown as customer service agent, parking attendant, and valet. Exceptionally proficient in communications, dealing with single people to large groups. Handled complex requests frequently. Lengthy experience working with expensive items, protecting them from damage and ensuring highest quality of customer service.

CERTIFICATIONS

GIS (Geographic Information Systems) Certification, University of Washington

HIGHLIGHTED AWARDS & RECOGNITION

Dean's List: Summer & Autumn 2018, Winter, Spring, Summer, and Autumn 2019, & Winter and Spring 2019; University of Washington ♦ **Annual Dean's** List: 2019 to 2020; University of Washington

EDUCATION

Bachelor of Science in Urban Design, *Cum Laude*, University of Washington, Tacoma, WA 98402

HONOR SOCIETIES

Upsilon Sigma, the Urban Affairs Association: 2020 to present.

REFERENCES

Professional and Personal References Available Upon Request.