

# Jake Skybrook

Brighton, MA 02135

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Customer Service Technician**

SimpliSafe Inc. - Boston, MA

May 2016 to Present

- Provide technical support and customer service via email and phone
- Training newly hired employees
- Help answer team members questions via Google chat
- Create email templates to be utilized by teammates
- Communicate new information or new issues that customers may be facing to supervisors
- Help Coordinate Team Events

### **Music & Media Producer**

Music & Media Producer, Self Employed - Boston, MA

2009 to Present

- Compose, arrange, and transcribe musical pieces (Sibelius, Finale, Guitar Pro)
- Coordinate band/artist schedules (Google Calendar)
- Organize rehearsals and live performances (Gmail, Facebook)
- Reserve studio time (therecordco.org)
- Purchase all needed office and studio supplies
- Record, mix, and master audio (Pro Tools)
- Correspond with other producers and engineers (Gmail, Facebook)
- Create and Maintain Website (bandzoogle.com, squarespace.com)
- Preparation, Marketing, and Distribution (AdSense, Facebook, YouTube, CD Baby)
- Track and monitor income and expenses (QuickBooks Self-Employed)

### **Sales and Operations Associate**

Guitar Center Stores Inc. - Boston, MA

February 2013 to May 2016

- Arranged and sold merchandise
- Product demonstration
- Organized back stock
- Trained new employees
- Assisted with rentals and repairs
- Conducted trade transactions
- Cleaned and maintained instruments
- Assisted with inventory

### **Market Researcher (Contract)**

Brand Amplitude LLC - Boston, MA  
December 2011 to December 2011

- Conducted research into how millennials were approaching higher education
- Arranged in person and skype interviews
- Prepared interview questions
- Setup audio and video recording for interviews
- Compiled interview data
- Shipped out data to Contractor
- Data used in several publications

## Education

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### **Bachelor of Music in Professional Music**

Berklee College of Music - Boston, MA  
September 2009 to May 2014

## Skills

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MS OFFICE (9 years), TECHNICAL SUPPORT (2 years), UNITY 3D (1 year), Google Adwords (1 year), Google Docs (9 years), Social Media Marketing (2 years), Final Cut Pro (3 years), Adobe (1 year), Pro Tools (10+ years), YouTube (3 years)

## Assessments

Indeed Assessments are tests that job seekers can use to demonstrate their knowledge and abilities.

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### **Customer Service Skills — Proficient**

Oct 2018

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

View my full results at: [https://share.indeedassessments.com/share\\_assignment/zgph2aztulzrr-e7](https://share.indeedassessments.com/share_assignment/zgph2aztulzrr-e7)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Publications

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### **Viacom and The Associated Press Study Finds Young Adults Are Creating Their Own Path in Higher Education**

<https://news.viacom.com/press-release/research/viacom-and-associated-press-study-finds-young-adults-are-creating-their-own-p>

April 2011

I worked for the media research firm Brand Amplitude LLC, as a hired contractor, and conducted research interviews with college age millennials for the article published by Viacom