

# Jacob Romero

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## EDUCATION

**Texas A&M University** | College Station, TX  
B.S. AgriBusiness

Expected Graduation: May 2026  
Distinguished Student Award: Fall 2024

## WORK EXPERIENCE

### Apple

February 2024 - Present

*Apple Support College Program | Tier 1 Advisor, College Station, TX*

- Recognized for “Best Overall Performance - Excellent balance of efficiency & customer experience” during FY24 Q3 and Q4. Achieved by focusing on a results-oriented approach and conducting meticulous case logging; returning enhanced connections with customers.
- Awarded the “Everyday Hero” recognition for going above and beyond what was required during training by innovating methods to share resources amongst my peers.
- Delivers proactive and quick resolutions using *Leadership Palette* competencies with customers to reduce repeat contacts while achieving a consistent 97% customer satisfaction rating.
- Leader in overall performance metrics, including customer satisfaction, calls taken per day, and issue resolution. Exceeds staff-type averages by +25% or more in all categories.
- Isolates and promptly investigates iOS, iPadOS, and watchOS software issues by troubleshooting with *Core's (CRM Database)* knowledge-base and consulting cross-functionally with other teams within AppleCare, enabling a 90% first-contact resolution.

### Theta Chi Fraternity | Eta Upsilon (Texas A&M)

January 2024 - January 2025

*Vice President, College Station, TX*

- Analyzed various growth opportunities by acting as a liaison between other chapter executives and committee chairmen to promote continuous extended recruitment that resulted in a 130% increase in collegiate membership of young men in FY24 Q1 & Q3.
- Interpreted key financial metrics to prepare balanced budgetary measures by visualizing monetary data and forecasting predicted allocable funds in Microsoft Excel to build correlations around fiscal opportunities which resulted in a 30% boost in available free cash flow.
- Facilitated and hosted bi-weekly committee planning meetings that consisted of strategic, operational, tactical, and contingency planning to offer chairpersons insightful expertise that best positions the fraternity for potential situational scenarios during normal operations and special events.

### Starbucks

April 2021 - September 2024

*Shift Supervisor, College Station, TX*

- Awarded “Partner of the Quarter” in FY22 Q4 and FY24 Q2 for demonstrating Starbucks' core values through every customer interaction, every cup of coffee served, and every moment celebrated.
- Implemented process improvement strategies, such as the *Siren System*, with fellow partners and management to increase the maximum capacity of product output per hour and following up by analyzing sales data and growth opportunities to make necessary position deployment and operations adaptations.
- Developed upselling methods with upper-level leadership to increase daily average sales to \$12,500, a 22% increase YOY, to successfully become the highest-volume Starbucks in Texas.

## SKILLS

- **Technical:** iOS | iPadOS | watchOS | macOS | Excel | Word | PowerPoint | Pages | Keynote | Numbers
- **Behavioral:** Customer Service | Problem-Solving | Planning | Financial Forecasting | Presentation Skills

## RELEVANT COURSEWORK

- Operations Management | Business Finance | Economic Analysis in AgriBusiness Management | AgriBusiness Management | Money Education | Microeconomic Theory | Macroeconomic Theory | Public Speaking | Management Information Systems | Financial and Managerial Accounting