**JAKOB WAY**  
Jasper, MO ∙ (417) 317-4986  
Jway97@gmail.com



**Objective:**  
Seasoned professional with a proven track record of leadership and management across diverse industries, seeking an opportunity to apply strategic vision and innovative problem-solving skills in a dynamic environment at the forefront of technology and growth.

**Experience:**

**Plumbing Apprentice/Manager in Training**  
Moore Water and Air, Jasper, MO  
*October 2023 – Present*

* Spearheaded the installation and servicing of cutting-edge water treatment equipment, balancing hands-on technical expertise with managerial responsibilities.
* Handled all client-facing interactions after sale process, including explanation of equipment use, placement, and troubleshooting.
* Completing both expected daily responsibilities, and training as an apprentice plumber under the expertise of a master plumber.
* Developed and implemented a rigorous training program, blending hands-on experience and classroom instruction to cultivate skilled technicians and future leaders.



**Police Officer**  
City of Duquesne Police Department, Duquesne, MO  
*May 2022 – October 2023*

* Excelled in high-pressure situations, optimizing community safety through proactive patrolling and swift, effective responses to calls for service.
* Operated independently in hazardous situations.
* Modernized departmental training protocols, integrating contemporary policing methodologies and emphasizing de-escalation techniques to foster positive community interactions.

**Co-Owner**  
Hunt's Mobile Detailing, Jasper, MO  
*June 2021 – September 2022*

* Moved from detailer position to co-owner within thirty days.
* Orchestrated day-to-day operations and strategic initiatives, streamlining processes and driving revenue growth of 250% within two months.
* Cultivated lasting partnerships with corporate clients, negotiating contracts and exceeding service expectations to secure long-term relationships.

**Police Officer**  
City of Joplin Police Department, Joplin, MO  
*December 2017 – May 2022*

* Demonstrated unwavering commitment to public safety, navigating complex scenarios with tact and diplomacy to diffuse tensions and ensure peaceful resolutions.
* Maintained effective teamwork and collaboration amidst challenging circumstances.
* Mentored new recruits and facilitated immersive training exercises, instilling best practices, and fostering a culture of continuous improvement within the department.

**District Manager**  
Primerica Financial Services, Joplin, MO  
*November 2020 – March 2021*

* Guided clients through the intricacies of life insurance, leveraging in-depth product knowledge and exceptional communication skills to provide tailored solutions.
* Mentored and coached a cohort of aspiring insurance agents, equipping them with the skills and confidence to excel in the competitive financial services industry.

**Detention Officer**  
City of Joplin Police Department, Joplin, MO  
*May 2017 – December 2017*

* Managed day-to-day operations within a state-regulated detention facility, ensuring adherence to strict protocols and maintaining a safe, secure environment.
* Effectively de-escalated high-risk and volatile situations.
* Mediated and fostered peaceful resolutions between conflicting parties.
* Pioneered efficiency improvements, optimizing workflows and resource allocation to enhance productivity and streamline inmate management.

**Outreach Manager**  
Tulare County Animal Control, Tulare, CA  
*June 2016 – November 2016*

* Championed animal welfare initiatives and community outreach programs, driving increased adoption rates and volunteer engagement through innovative educational campaigns.
* Communicated directly with the public regarding pet preparedness, safety, and assuring positive adoption experiences.
* Collaborated with local schools to develop educational programs, fostering empathy and responsible pet ownership among youth.

**Ranch Manager**  
Angel Wings Horse Rescue, Various Locations  
*December 2012 – October 2017*

* Oversaw day-to-day operations and strategic initiatives for a multi-location equine rescue non-profit ranch under the guidance of a board of directors.
* Managed the care, rehabilitation, and placement of rescued animals, ensuring their well-being and safety.
* Implemented policies and procedures in alignment with the organization's mission and objectives, adhering to regulatory standards.
* Collaborated with the board of directors to develop and execute long-term plans and initiatives for the ranch's sustainability and growth.
* Coordinated fundraising efforts and community outreach programs to support the organization's mission and financial needs.
* Facilitated effective communication and collaboration between staff, volunteers, and the board of directors to achieve organizational goals.
* Managed budgeting, financial reporting, and grant applications to maintain fiscal responsibility and transparency.
* Represented the organization at public events, networking opportunities, and with stakeholders to promote awareness and support for the ranch's mission.

**Education:**

* EMT-B, Missouri Southern State University
* Post Certification, Missouri Southern State University
* High School Degree, Quapaw High School

**Skills:**

* Leadership: Demonstrated ability to lead teams and initiatives across various roles and industries.
* Training and Development: Proven track record of designing and delivering effective training programs for diverse audiences, including new hires, technicians, and volunteers.
* Customer Service: Extensive experience in customer-facing roles, ensuring client satisfaction through effective communication and problem-solving.
* Conflict Resolution: Proficient in de-escalating tense situations and mediating conflicts to achieve peaceful resolutions.
* Project Management: Successfully managed multiple projects simultaneously, balancing competing priorities and deadlines.
* Adaptability: Thrived in dynamic environments, embracing change and effectively pivoting strategies to meet evolving needs.
* Strategic Planning: Contributed to the development and execution of strategic initiatives to drive organizational growth and success.
* Financial Management: Managed budgets, financial reporting, and fundraising efforts to ensure fiscal responsibility and sustainability.
* Communication: Strong verbal and written communication skills, with the ability to articulate complex ideas clearly and concisely to diverse audiences.
* Collaboration: Worked effectively with colleagues, stakeholders, and external partners to achieve common goals and objectives.

**Activities:**

* Advocate for progress and efficiency, actively involved in driving positive change within organizations and communities.