

Jacob Anthony Gallegos

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EDUCATION

Texas A&M University, College Station, Texas
Bachelor of Science in Technology Management
Minor in Business Administration

May 2023
GPA: 3.425

EXPERIENCE

Texas A&M Department of Engineering, College Station, Texas

Teaching / Research Assistant

July 2021 – Present

- Conducted qualitative research with a team to evaluate the investigated theme where information was taken through surveys and interviews of up to 200 participants
- Co-facilitated classroom discussion and showed in depth knowledge to advise up to 30 students per class in management information systems and python programming

Office Depot, College Station, Texas

Temporary Manager

June 2021 – September 2021

- Supervised and lead team daily consisting of up to 10 employees while motivating and strengthening their knowledge of the store and customer service performance
- Maintained customer satisfaction by remediating issues and problem-solving solutions that included product scarcity

Sales and Technology Associate

January 2020 – January 2022

- Communicated with team of about 5 to solve customer computer issues including corrupt operating systems and broken hardware
- Added value to customers by upselling products and services which alleviates stress from those with less technological background
- Held extensive knowledge of products and services to guide customers during their visit

Russo's New York Pizzeria, Kingwood, Texas

Assistant Manager

January 2019 – December 2019

- Led and scheduled staff of 35 in a restaurant that made 1,000,000 in sales a year
- Enhanced customer satisfaction by constantly ensuring staff was knowledgeable of our products and efficient at using the point-of-sale system

Chef

March 2018 – January 2019

- Accurately assemble and prepare customer orders while following strict recipe guidelines to ensure quality
- Collaborated with 1 to 3 chefs during rush hour to guarantee orders were fulfilled in a timely and orderly manner

Cashier

May 2017 – March 2018

- Knowledgeable of menu items and how to use the point-of-sale system to mitigate errors

ACTIVITIES

Technology Management Society

May 2021 – Present

President

- Facilitate workshops to strengthen the necessary skills of students in Technology Management

SKILLS

- Solid grasp of python programming and basic knowledge of Ruby, Java, Perl, HTML, and C++
- Efficient in Microsoft Office applications

CERTIFICATES

- ITIL v4