

# Jacob Hawkins

## Computer Science Graduate

Highly motivated computer science graduate with 6 months of programming internship and over 3 years of customer service experience seeking an IT identity and access management role. Equipped with a strong technical background and a commitment to delivering exceptional service, I am excited to make a meaningful contribution to your organization's success.

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📞 (309) 642-4582

📍 Minneapolis

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## 🎓 EDUCATION

### Computer Science Illinois Central College

08/2020 - 05/2023

Peoria, IL

#### Courses Completed

- Web Development using HTML, CSS, PHP, and JavaScript
- Business Use of Social Media
- Web Server and Web Application Security
- Web Content Management Systems, SEO, and Analytics

## 💼 WORK EXPERIENCE

### Web Programming Intern LinkUp

10/2022 - Present

Minneapolis, MN

LinkUp is a job market data company that tracks job market trends from over 70,000 different companies across the world.

#### Tasks & Responsibilities

- Fix, create, or update the code of the web scrapers according to client needs
- Communicate with the data quality team to ensure the accuracy of all data scraped
- Work alone or with fellow programmers to solve high priority requests from clients
- Finish up projects and tasks as directed in a timely manner

### Meat Market Assistant Service Manager Hy-Vee

04/2021 - 08/2022

Peoria, IL

#### Tasks & Responsibilities

- Take and fulfill customer orders in a courteous and timely manner
- Maintain the supply in the fresh meat case as well as the merchandising refrigerators as needed
- Communicate with managers and other associates in order to meet daily goals
- Train new associates to the standards of the lead service manager

## 🧠 SOFT SKILLS

Customer service

Time management

Troubleshooting

Independent worker

Functional collaborator

## 🔧 TECHNICAL SKILLS

### Web Development

HTML, CSS, PHP, JavaScript, WordPress, Web Security

### Tools

Microsoft Suite, Google Suite, Project Management Approaches (Waterfall, Agile), Wireframing

## 📜 CERTIFICATES

World Organization of Webmasters Certified  
Web Developer Associate  
(08/2021 - 05/2023)

## 💬 REFERENCES

Curtis Geiger  
"Lead Web Data Engineer"  
[curtis.geiger@linkup.com](mailto:curtis.geiger@linkup.com)