**JACOB JONES**

genjacob20@gmail.com | 361-460-2493 |802 Purdue Rd., Corpus Christi, TX, 78418

**SKILLS**

* Programming Languages: Python, Java, C++
* Technical Skills: Documentation, Testing, Debugging, Hardware Troubleshooting, Programming, Proficient using Office Suite, Strong Customer Service
* Soft Skills: Teamwork, Communication, Problem Solving, Adaptability, Detail Oriented

**EDUCATION**

**Texas A&M University – Corpus Christi**

*Expected Graduation Spring 2024*

* Bachelor of Science in Computer Science
* Concentration: Systems Programming

**EXPERIENCE**

***I.T Service Desk August 2021 - February 2022***

*Student Worker*

* Maintain productivity efficiency in the workplace.
* Consistently resolving or investigating technological issues.
* Remain professional and courteous to clients.
* Flexibility, and adaptability to learn on the spot.
* Remain efficient during remote work.
* Efficient utilization of Agiloft Ticketing System.
* Proficiency in Office Suite troubleshooting.
* Proficient use of Cisco Products and Troubleshooting (Cisco Webex, Jabber, Anyconnect, Etc)

***Port A Creamery June 2020 - July 2021 Corpus Christi, TX***

*Assistant Manager*

* Maintain productivity and efficiency in the workplace.
* Consistently resolving workplace issues.
* Remain professional and courteous in stressful customer interactions
* Ensure customer service quality.