Jay C. Baker

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Education

University of South Carolina – Columbia, S.C.   **Graduation Date: May 2027**

- *Bachelor of Science in Computer Engineering*
- Cumulative GPA: 3.45, President's List (1 semester), merit-based scholarships and awards

Related Experience

University of South Carolina - Columbia, S.C.   **February 2024 – Present**

Student IT Technician Assistant

- Provide IT support to students and faculty, resolving hardware and software issues promptly.
- Assist in setting up and maintaining computer labs, ensuring all equipment was fully operational.
- Install, update, and configured software on university computers to ensure smooth classroom and faculty operation.
- Troubleshot network issues and supporting documentation of IT support tickets.

Skills

- **Programming Languages**: JavaScript, HTML, Linux, Python
- **Software Applications**: Microsoft Suite (Excel, Word, Access, PowerPoint), Google Workspace, Adobe Photoshop
- **Operating Systems**: Windows XP professional, Linux, MacOS
- **Technical Skills**: IT troubleshooting, hardware setup, software installation
- **Soft Skills:** Customer service, teamwork, problem solving
- **Languages**: English

Certifications

- OSHA 10-Hour General Industry Safety and Health

Extracurricular Activities

Partners for Minorities in Engineering and Computer Science (PMECS)   **June 2024**

Camp Counselor

- Technical workshop is a program designed to address the critical need of motivating minority students to enter and successfully complete post-secondary education in the fields of engineering and computer science.
- Aiding in preparing students for college, help develop their communication skills, enhance their technical background

Other Work Experience

- Starbucks - Barista   **Sept. 2023 –Present**
    - Delivered excellent customer service by efficiently handling customer orders and addressing any concerns.
    - Train new employees in daily operations and customer service standards.
    - Maintain cleanliness and organization in the work area, contributing to a positive customer experience.
    - Managed cash register operations, ensuring accurate and efficient transactions.