

ZACHARY BAKER

550 John Tate Rd NW, Acworth, Georgia 30102 • Cell: 678-859-8816 • zbaker94@gmail.com

Professional Summary

Intermediate level developer with a bachelor's degree in computer science, dedicated to maintaining cutting edge technical skills, up-to-date industry knowledge, and a desire to learn. I am seeking to gain further experience in my field of study and desire new and challenging experiences to grow myself as an employee and independent creator.

Skills

- 5 Years customer service experience
- Experience with MEAN Stack
- Working knowledge of full Microsoft Office suite
- Able to be productive with all operating systems (including Linux)
- Analytical and critical thinking skills
- Quick to learn new technologies
- Proficient in De-escalation
- Experience with HTML, JavaScript, Java, C, and C#
- Passion and willingness to learn
- Experience with SQL and MongoDB databases
- Experience with React

Work History

Advanced Repair Agent, 08/2017 to Current Best Buy inc –Acworth, GA

Repair and service computers and tablets. Perform advanced hardware tasks such as replacing motherboard and RAM. Manage daily productivity for all agents through coaching exercises, email, and direct council. Communicate with upper management and clients to ensure accurate and complete work to client specifications.

Customer Service Specialist, 07/2016 to 08/2017 Best Buy inc –Acworth, GA

Provide customer service, operating a point of sale system, assisting customers on the floor, and processing returns and exchanges as well as answering customer questions over the phone. Given Administrator Task to handle counting

money and handling sensitive material. Given Managerial "override" code and decision making clearance to assist other managers with situations needing authorization.

Multi Channel Sales Associate, 10/2015 to 07/2016 Best Buy inc Canton, GA

Process online pickup for customers along with processing returns and solving customer concerns over the phone and in store. Maintain inventory integrity and reduce store shrink by following operating procedure and processing appropriate paperwork.

Customer Service Specialist, 06/2014 to 10/2015 Best Buy inc –Canton, GA

Provide customer service, operating a point of sale system, assisting customers on the floor, and processing returns and exchanges as well as answering customer questions over the phone.

Computer Specialist / Technician, 08/2014 to 05/2015 Luther's Pawn Shop –Kennesaw, Ga

Assist operation of the shop by examining computers before being taken in. Repairing, troubleshooting, and performing software maintenance on computers and tablets before they could be sold. Working efficiently and with little outside support in order to provide fast turnaround.

Driver/Crew Leader, 06/2011 to 06/2014 Creative Environments Inc –Marietta, Georgia

Managed a landscape crew, driving employees and equipment to multiple commercial and residential properties. Assisted with maintenance tasks while ensuring efficient workflow and adequate customer communication.

Education

Bachelor of the Arts: Applied Computer Science, Minor in Computer Game Design and Development, May 2018

Kennesaw State University - Kennesaw, GA