**ZACHARY BAKER**

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**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**

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

**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