

# Joseph Hines

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## Objective:

My objective is to get an internship to not only develop and expand my technical skills, but to provide help and support to the organization in question.

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## Education and Training:

**BBA, Business Information systems, Minors in English, Business Analytics**

*Eastern Connecticut State University, Willimantic, CT - August 2021 - May 2025*

- 3.92 GPA
- Best Buddies, Secretary, 2022-24
- University Relations Outreach Council, Director of Programming, 2022-23
- Italy Studies Abroad on Writing, 2023
- Eastern Honors Program Student, 2021-24
- Delta mu Delta Program Member, 2022-24

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## Tech Skills:

Python  
SQL Server

SQL  
Microsoft Excel

Cascade CMS  
HTML, CSS

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## Experience:

**School of Education and Professional Studies Office Assistant 01/2022 - Current**

*Eastern Connecticut State University, Willimantic, CT*

- Update & support filing, inventory, and database systems
- Assist in front-end web development for the University with Cascade software
- Aggregate data to develop reports using Microsoft Excel and University Data Report Systems
- Track & process workflow documents via Adobe Sign & Acrobat
- Create and publish media through Adobe Premiere & Express
- Assist with training and interviewing new and potential hires
- Develop social media content for departments
- Support customers remotely and on-site

**Ace Hardware Sales Associate**

**07/2021 – Current**

*Ace Hardware, Oxford, CT*

- Assist teammates with sales-processing tasks to meet daily sales goals
  - Maintain knowledge of current promotions, exchange guidelines, payment policies, and security practices.
  - Train new team members in cash register operation, stock procedures, and customer services
  - Review files, recordings, and documents to obtain info for responding to requests
  - Manage U.S. Postal Service Outpost and USPS POS System
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