

# Jacob Greene

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## Education

**University of North Carolina at Greensboro**, Greensboro, NC

BS Computer Science

2022 - Present

*Emphasis on data structures, algorithm design, and software development.*

**Davidson Davie Community College**, Lexington, NC

AS Information Technology

2018 - 2021

## Technical Experience

**Batteries Plus**, Kernersville & High Point, NC

*Sales and Device Repair Technician*

October 2023 - August 2024

- Diagnosed and repaired hardware and software issues for various electronic devices, including computers, smartphones, and tablets.
- Assisted customers in selecting and troubleshooting IT-related products, ensuring optimal solutions.
- Performed system installations, hardware replacements, and network troubleshooting.

**Lowe's Hardware**, Winston Salem, NC

*Customer Service Representative / Order Fulfillment*

October 2021 - October 2023

- Managed customer inquiries and technical support, providing solutions across multiple communication channels.
- Maintained inventory systems and assisted with order fulfillment to ensure timely and accurate deliveries.
- Provided troubleshooting assistance to customers with regard to store technology and online ordering systems.

## Technical Skills

- **Operating Systems:** Windows, Linux
- **Hardware:** PC Assembly, Diagnostics, Network Cabling, Peripheral Setup
- **Software:** Microsoft Office Suite, Various IDE's, Database Management
- **Programming:** x86 Assembly, C, C++, Java, JavaScript/TypeScript
- **Database Scripting:** MySQL, SQLite, PostgreSQL
- **Networking Knowledge:** TCP/IP, DHCP, DNS, OSI

## Projects

**Pet Supplies E-Commerce Webshop**

*Technologies: Node.js, Express, SQLite, Axios*

- Developed a full-stack web application that integrates back-end and front-end technologies.
- Implemented secure user authentication and optimized database queries for performance.

## Professional Development

**Xtern Software Campus Outreach**, Greensboro, NC

2023

- Engaged with IT professionals to gain insight into enterprise-level software development and technical support operations.

**Competition Programming Club**, UNCG

2023

- Participated in solving algorithmic challenges and collaborated on competitive programming problems.