Jacob Lisic

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OBJECTIVE

To obtain a challenging internship applying teamwork and creative problem solving for Summer 2018.

WORK EXPERIENCE

Kent State University, Kent, Ohio   May 2016 – Present
Lead Student Helpdesk Agent
- Provide tier one and tier two computer support for Kent State University faculty, staff, and students.
- Directly solve support request and track service via ticketing system.
- Work with other team members to facilitate and improve customer experience.
- Train Helpdesk team members and new hires.

The Flash District, Kent, Ohio   September 2015 – May 2017
Co-Founder/ Director of Community Involvement/ Repair Specialist
- Student run website moving student events from paper and postings to digital world.
- Coordinated scheduling for meetings with the customer.
- Crafted problem solving techniques.
- Examined devices in order to execute the repair.

UltraTech Machinery, Cuyahoga Falls, Ohio   Summers 2013 and 2014
Office Assistant
- Created documentation for shop orders.
- Demonstrated organization skills through multi-tasking.
- Utilized critical thinking to create excel spreadsheets.

EXPERIENCE

Leadership, HTML, CSS, Responsive Web Design, GitHub, Sketch, Atom, Brackets, Oracle SQL, Customer Service

ORGANIZATIONS

Public Relations Chair of Digital Scientists   September 2016 – Present

EDUCATION

Bachelor of Science   Expected Graduation: May 2019
Kent State University   Kent, Ohio
Major: Digital Sciences   Overall GPA: 3.506
Minor: User Experience Design

HONORS

Dean's List   Spring 2016
President's List   Spring 2017
Dean's List   Fall 2017