

**Jacob Lisic**  
jlisic@kent.edu  
jacoblisic.com

## **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 requests 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.

## **EXPERIENCE**

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

## **ORGANIZATIONS**

Public Relations Chair of Digital Scientists

Fall 2016 – Present

## **EDUCATION**

Bachelor of Science

**Kent State University**

Major: Digital Sciences

Minor: User Experience Design

Expected Graduation: May 2019

Kent, Ohio

Overall GPA: 3.506

## **HONORS**

Dean's List

President's List

Dean's List

Spring 2016

Spring 2017

Fall 2017