

Jacob Lisic
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OBJECTIVE

To obtain a challenging full-time position applying teamwork and creative problem solving.

WORK EXPERIENCE

IdeaBase, Kent, Ohio
Digital Project Manager

August 2018 – Present

Kent State University Information Services, Kent, Ohio
Lead Student Helpdesk Agent

May 2016 – Present

- 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 Impact Group, Hudson, Ohio
Web Developer/UX Intern

May 2018 – August 2018

- Created, edited, and managed WordPress websites.
- Used custom HTML and CSS to create unique website experiences for clients.
- Designed and developed websites using Webflow.
- Edited designs using InDesign, Illustrator, and Photoshop.
- Solved marketing and technical related issues.

The Flash District, Kent, Ohio
Co-Founder/ Director of Community Involvement/ Repair Specialist

September 2015 – May 2017

- 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, Communication, Problem Solving, HTML, CSS, Responsive Web Design, User Experience Design, JavaScript, GitHub, Sketch, Adobe Creative Cloud, Atom, Brackets, WordPress, Oracle SQL, Customer Service, Craft CMS, Twig, Grunt, Trello, MAMP, Tower, Tick, Basecamp

ORGANIZATIONS

Public Relations Chair of Digital Scientists

Fall 2016 – Spring 2018

EDUCATION

Bachelor of Science

Kent State University

Major: Digital Sciences

Minor: User Experience Design

Expected Graduation: May 2019

Kent, Ohio

Overall GPA: 3.568

HONORS

Dean's List

President's List

Dean's List

Dean's List

Spring 2016

Spring 2017

Fall 2017

Spring 2018