

JACOB SAWYER

jacobsawyer2001@gmail.com

Wilmington, NC | (910) 902-9696

[linkedin.com/in/jacobsawyertroubleshooting](https://www.linkedin.com/in/jacobsawyertroubleshooting)



EDUCATION

University of North Carolina-Wilmington

Graduation expected in May 2024

- UNC-Wilmington Dean's List: Spring 2022, Fall 2022, Spring 2023
- Bachelor of Sciences in Information Technology
- GPA (as of February 2024): 3.7
- Strong understanding of technology-related topics
- Strong interest in web development with HTML and CSS

EXPERIENCE

UNCW Technology Assistance Center, Walk-In and Live Chat

May 2023 - Present

- Assist students and staff with pressing IT issues like Wi-Fi, account/password
- Troubleshoot, think quickly, ask the right questions
- Recognize when to stop troubleshooting by myself and escalate to the next level of support
- Document every incident in detail using TeamDynamix, no matter how minor
- Communicate clearly with clients and deliver outstanding customer service

Harris Teeter, Bagger

May 2021 - Present

- Recipient of Harris Teeter Service Hero Award, September 2021
- Demonstrate strong customer service, communication and interpersonal skills

INVOLVEMENT

UNC-Wilmington Newspaper, Staff Writer

September 2019 to July 2021

- Wrote weekly articles for the opinion section of theseahawk.org
- Covered politics, COVID-19, the 2020 Presidential Election, etc.

AWARDS & SKILLS

Basic Python Programming

Summer 2022

Basic SQL

Fall 2022

Basic HTML and CSS Web Development

Spring 2023

Microsoft Office

Fall 2019 - Present

ASP.NET and C# with Visual Studio

January 2024 - Present