

JACOB SAWYER

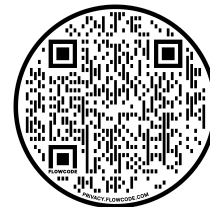
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[jacobsawyer2001.github.io](https://github.com/jacobsawyer2001)

Scan me!



EDUCATION

University of North Carolina-Wilmington
Bachelor of Sciences in Information Technology

Graduation expected in May 2024
GPA: 3.7

IT KNOWLEDGE

Microsoft Office | HTML and CSS | Basic Python Programming | Basic SQL | ASP.NET and C# with Visual Studio

IT 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
- Solve more advanced problems occasionally, which often combine several basic IT issues into one
- 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

IT PROJECTS

Personal Portfolio Website

March 2024

- Used HTML and CSS, with limited ChatGPT help, to code a consistent portfolio website in a week
- Built with GitHub and features navigation links, responsive styles, and intuitive design

OTHER INVOLVEMENT AND EXPERIENCE

Harris Teeter, Bagger

May 2021 - Present

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

UNC-Wilmington Newspaper, Staff Writer

September 2019 to July 2021

- Wrote weekly articles for the opinion section of [theseahawk.org](https://www.theseahawk.org)
- Covered politics, COVID-19, the 2020 Presidential Election, etc.