JACOB SAWYER
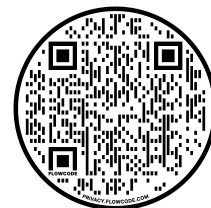
jacobsawyer2001@gmail.com
Wilmington, NC | (910) 902-9696
linkedin.com/in/jacobsawyertroubleshooting

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
- 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

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