

# JACOB SAWYER

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## 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, and more complex problems
- 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
- Bag customers' groceries, clean around the store, and respond to customers' concerns

## 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.
- Strong written communication skills

## 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

