

Jacob Marks

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Education:

University of Delaware, Newark

Bachelor of Science in Computer Science, GPA:3.53/4.0

Graduation Date: December 2024

Work Experience:

Manager, UD Barnes and Noble Bookstore, Newark, DE – **11/2024-present**

- Deliver excellent customer service by assisting and resolving customer inquiries.
- Manage textbook orders and returns efficiently during peak semester periods.
- Coordinate the receipt and organization of shipments, including textbooks and merchandise.
- Execute opening and closing procedures, including register management, sales reporting, and securing the store.

Supervisor, UD Barnes and Noble Bookstore, Newark, DE – **8/2023-11/2024**

- Deliver excellent customer service by assisting and resolving customer inquiries.
- Manage textbook orders and returns efficiently during peak semester periods.
- Maintain the textbook section by updating the shelf tags and straightening the shelves.

DSD Receiver, Food Lion, Newark, DE – **6/2021-10/2021**

- Received and verified shipments from vendors.
- Checked products for damage or invalid expiration dates.
- Handled and shipped expired and damaged products back to the warehouse.

Kitchen Trainer, Chic-Fil-A, Bear, DE – **1/2020-6/2021**

- Trained new and experienced co-workers in the kitchen.
- Managed multiple tasks and people in a high stress environment.
- Communicated with co-workers to minimize wait times for customers.

Computer Skills:

- Experienced in computer modification and repair.
- Proficient in software installation and setup.
- Confident in Python, SQL, Java, JavaScript, HTML, C, and C++.