

Zachary T. Ritter

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EDUCATION

James Madison University, Harrisonburg, VA

Expected Graduation: May 2022

Major: B.B.A. in Computer Information Systems

Minor: Mathematics

Cumulative GPA: 3.465

Honors: Dean's List (Fall 2018, Spring 2019, Spring 2021)

SKILLS

Technical Skills

- Proficient in Microsoft Office Suite (Word, PowerPoint, Excel)
- Worked with Red Hat Enterprise Linux and Amazon Web Services for cloud service management skills
- Adept in two computer languages/systems: Microsoft Access and Python with some experience in JAVA
- Developed skills in the R programming language in order to perform highly advanced statistical tests and procedures
- Experienced in database designing through Microsoft Access and SQL server

Business Skills

- Advanced understanding of mathematics and interpretation of analyzing business data
- Collaborated with team members in group projects and filled IT roles to ensure group task completion

WORK EXPERIENCE

Instacart – Shopper, Midlothian, VA

May 2020-December 2020

- Bought groceries for customers and delivered to their houses during the pandemic
- Communicated with customers to ensure quality and efficiency of the service
- Assisted citizens at high risk by helping carry groceries into their homes and preventing them from picking their own groceries in COVID sensitive areas
- Navigated the Instacart app to receive feedback and improve the individual satisfaction of customers

Kroger – Pickup Selector, Midlothian, VA

May 2017-August 2020

- Selected groceries for clients from their online orders and delivered the orders to their cars
- Interacted with customers about their satisfaction with the online pick-up system and accepted feedback on ways to improve the system
- Assisted customers in the store with locating specific items or produce
- Problem-solved with managers about conflicts encountered during the job: items being out-of-stock, replacing items with better alternatives, and client unhappiness

Garden Sanctuaries – Hardscaper, Midlothian, VA

May 2019-August 2019

- Built permanent outdoor structures by hand, using concrete, bricks, and stones
- Laid brick, paved sidewalks, and walkways, built block retaining walls, and a number of other structures that the client requested
- Performed handy skills such as: leveling, digging, building
- Communicated with homeowners about the vision for their property as well as the timeline for completion

EXTRACURRICULAR

Delta Sigma Phi, James Madison University – Treasurer, Harrisonburg, VA

January 2019-Present

- Serve as an active member of the fraternity by attending weekly chapter meetings and participating in brotherhood events
- Involved in multiple fundraising activities such as Sailor's Week that raised over \$5,000 for Suicide Prevention and Dog Days that raised nearly \$3,000 for local dog kennels
- Elected to stand as the treasurer for the 2021 calendar year by maintaining the current finances and problem-solving ways to guide the fraternity financially through the pandemic