

# Zachary Hooks

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Portfolio: <https://zachthooks.com/>

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## OBJECTIVE

Graduate from Texas State University with a BBA in Computer Information Systems (GPA: 3.31), seeking a Full-Time Information Technology position. Aiming to apply my software programming expertise and analytical skills to expand my knowledge and experience in both digital and physical domains.

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## SKILLS

<ul style="list-style-type: none"><li>• <b>Technical Skills</b></li><li>• <b>Course Work</b></li><li>• <b>Self-Learning</b></li></ul>	<ul style="list-style-type: none"><li>• Python, C#, SQL, Agile, Microsoft Office</li><li>• Object Oriented Programming, Database Systems, Data Mining, Analytics</li><li>• Network Design, App Development, Automation</li></ul>
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## EDUCATION

**Texas State University** | *bachelor's degree in CIS*

San Marcos, TX | **08.2020 – 08.2024**

- Cumulative GPA: 3.31/4.00
- Member of ISTA (Information Technology Students of America)

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## EXPERIENCE

**ITAC Texas State University** | Client Solutions Specialist

San Marcos, TX | **01.2024 – 07.2024**

- Provided technical support and guidance to students, faculty, and staff via phone and email, ensuring efficient resolution of IT-related issues.
- Managed multiple support tickets daily, prioritizing, and escalating issues as necessary to maintain campus-wide IT system functionality.

**H-E-B** | *Checker/Cashier*

San Marcos, TX | **06.2018 – 05.2022**

- Assisted customers through check-out.
- Provided outstanding hospitality.
- Ensured that all customers' needs were satisfied in a timely manner.

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## Student Organizations and Achievements

- Member of ITSA (Information Technology Students of America)
- Dean's List (Fall 2020, Fall 2022, Spring 2023, Spring 2024)