

Zachary Hooks

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SUMMARY

Recently graduated BBA with a major in Computer Information Systems from Texas State University. Seeking a full-time position in Data Analytics or a respective Information Technology role. Two years of experience in Python, SQL, and Agile methodologies with hands-on experience in AI-driven automation. I aim to contribute analytical and technical expertise to help drive data-driven decisions and improve IT systems.

TECHNICAL SKILLS

Programming Languages:	Python, SQL, C#, js
Technologies and tools:	Microsoft Office Suite, Tableau, Power BI

EDUCATION

Texas State University | *bachelor’s degree with major in CIS*San Marcos, TX | 08.2020 – 08.2024

- Cumulative GPA: 3.31/4.00
- Relevant Electives: Python Programming for AI Automation, Generative AI Applications in Business.
 - Developed Python-based solutions to enhance operational efficiency through automation and generative AI prompt engineering.

EXPERIENCE

Starlink | Customer Support AssociateBastrop TX | 01.2025 – Present

- Deliver exceptional customer support by promptly resolving over 100+ technical inquiries daily related to Starlink satellite internet services.
- Utilize advanced troubleshooting techniques to address connectivity issues, collaborating with engineering teams when necessary.
- Manage high call and ticket volumes in a fast-paced environment using CRM tools.

ITAC Texas State University | Client Solutions SpecialistSan Marcos, TX | 01.2024 – 07.2024

- Resolved over 500+ IT support tickets with a 95% first-call resolution rate, improving overall experience for students and staff.
- Provided outstanding technical support and guidance via phone and email, ensuring efficient resolution of IT-related issues.
- Collaborated with cross-functional teams to troubleshoot network issues, contributing to update and refine ITAC’s extensive knowledgebase.

H-E-B | Checker/CashierSan Antonio/San Marcos, TX | 06.2018 – 05.2022

- Assisted over 100+ customers daily, ensuring efficient check-out and timely customer service.
- Enhanced communication and multitasking skills while providing outstanding hospitality to meet customers’ needs.