

Zachary Hooks

San Marcos, TX | zhooks558@gmail.com | (210) 787-0346 | <https://www.linkedin.com/in/zachary-hooks-372871232/>

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

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.

SKILLS

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

EDUCATION

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

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

- Cumulative GPA: 3.31/4.00
- Participated in electives in python programming for AI Automation and using generative AI to solve problems in a business.

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.

Student Organizations and Achievements

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