JACKY SMITH

San Jose, CA 94088
408-4104104
jackysmith@gmail.com
www.linkedin.com/jacky_smith

SUMMARY:

- Proficient in Microsoft Word, Excel, PowerPoint, and Access
- Strong analytical and problem solving skills
- Familiar with troubleshooting, Microsoft Windows, Python, SQL, Google Analytics, and technical support
- Basic knowledge of AppMakr
- Bilingual in Spanish and English

EDUCATION:

BS degree in Business Administration – Information Systems   May 2018
San Francisco State University, San Francisco, CA
GPA: 3.2
Honors: *Dean's List, 2015 – 2018*
Relevant Courses: Information Systems Analysis and Design, Information System Project Management, Information Systems for Business Process Management

PROJECTS:

Sneaker Size App Project
- Collaborated with a group of 4 students to develop an app to determine the best sneaker options for users
- Conducted research and performed an analysis on similar apps that connect consumers to products
- Developed an app using AppMakr
- Tested the app with 20 different users and collected survey data on consumer feedback of the app

WORK EXPERIENCE:

XYZ Technologies, San Jose State University, CA   August 2017-May 2018
Information Technology Intern
- Provided technical support for hardware and software issues for staff
- Monitored systems daily and configured any security issues or concerns
- Installed computer equipment
- Researched, updated and maintained data that can be used for projects
- Analyzed experiments that can be used to increase project outcomes

Center of Arts, San Jose, CA   January 2017-June 2017
Information Technology Intern
- Provided desktop support and configuration for equipment
- Assisted customers who had issues with their computers and devices
- Collaborated in teams to develop and plan troubleshooting projects

Starbucks, San Jose, CA   May 2014-December 2016
Barista/Cashier (Seasonal)
- Assured quality service to diverse customers and resolved issues and complaints
- Promoted new beverages to customers in a busy location with over 500 customers per day
- Processed cash and credit card transitions accurately using a POS system

AFFILIATIONS:

SFSU Information Management Systems Association (IMSA)   September 2014-May 2018

San Francisco State University, College of Business Career Services and Professional Development
Created Summer 2018