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 Analysis 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#, VBA
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 technologies.

EXPERIENCE

ITAC Texas State University | Client Solutions Specialist   San Marcos, TX | **01.2024 – 07.2024**

- Resolved over 200+ IT support tickets with a 95% first-call resolution rate, improving overall system uptime 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 a 15% increase in IT response efficiency.

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

Continued Education and Professional Development

University of Texas | Data Analytics Bootcamp   Austin, TX | **In Progress (Expected Completion: 3.2025)**

- Developing hands-on skills in data analysis using Python, Excel, SQL, Tableau and other key tools.
- Working with real-world datasets to uncover insights and trends, preparing for data-driven decision-making roles.