

Jacob Knapp

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Objective

To obtain a internship that will expand my knowledge of the computer sciences through program development, design, and implementation.

Education

Grand Valley State University

B.S. in Computer Science
Deans List: Fall 2012, Summer 2013
Computer Ethics Club
GPA: 3.22

Allendale, MI

Sept 2011 — Aug 2014

Grand Rapids Community College

Computer Science
Honors College
Deans List: Fall 2010, Summer 2011
GPA: 3.46

Allendale, MI

Sept 2010 — Aug 2011

Work Experience

Barnes and Noble, Grandville, MI

2012—Present

Nook Sales Associate, Bookseller

- Sell Nook devices and warranties
- Troubleshoot and provide technical support for Nook devices
- Maintain an extensive knowledge base about books and authors
- Provide excellent customer service

Sears Holding Cooperation, Grandville, MI

2010—Present

Electronic Sales Associate, Mattress Sales Associate, Cashier

- Pro Certification for commission based sales
- Sell TV's, electronics, mattresses, and protection agreements
- Consistently attain goals for sales and protection agreements
- Provide excellent customer service
- Redesign sales floor to increase sales margins

Skills

Programming Experience in C, C++, Python, Java, HTML, Ruby, and SQL
Proficient in Microsoft Word, Excel, Publisher, Access, and Visual Studio
Experience upgrading, rebuilding, restoring, and debugging computers
Experience in Windows 8, Windows 7, Vista, XP, Linux, and OSX
Windows Server and network design and administration