
Jacob Hamm

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Objective

Motivated technology professional seeking a full-time role supporting enterprise systems and information processes. Brings hands-on experience in structured IT environments, system monitoring, and standardized workflows, with strong organizational and documentation skills. Recognized as a quick learner and collaborative team member in process-driven environments.

Experience

Bench Technician, Global Data Consultants, Mechanicsburg, PA

January 2025 - Present

- Performed laptop hardware and software repair, including troubleshooting, diagnostics, and component replacement
- Conducted device provisioning and imaging to prepare systems for end-user deployment
- Supported projects involving door access control systems, ensuring proper installation and functionality
- Assisted with large-scale device deployment, coordinating setup and configuration to meet organizational requirements

Information Technology Intern, Pennsylvania School Boards Association,

Mechanicsburg, PA

June 2024 - August 2024

June 2023 - August 2023

- Assisted coworkers by troubleshooting and resolving IT issues, ensuring minimal disruption to daily operations
- Utilized 3D printing and laser engraving technologies to support diverse company projects and practical applications
- Monitored systems and devices to maintain performance, security, and compliance across all registered equipment
- Configured and networked new devices while decommissioning outdated hardware to streamline organizational efficiency

Event Security, Northern York County School District, Dillsburg, PA

September 2022 - Present

- Strategized and executed security protocols prior to events to ensure safe and efficient operations

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- Communicated effectively with coworkers and supervisors to coordinate responsibilities and maintain situational awareness
 - Assisted attendees with navigation, directions, and concerns to provide a positive guest experience
 - Monitored entrances, exits, and crowd activity to prevent unauthorized access and manage attendee flow
 - Responded promptly to incidents and resolved conflicts with professionalism and integrity
 - Collaborated with team members to implement emergency procedures and support law enforcement when necessary

Cashier, Giant Food Stores, Dillsburg, PA

September 2019 - April 2023

- Operated cash registers efficiently to process customer purchases, returns, and payments
- Assisted customers with self-checkout stations, providing guidance and troubleshooting support
- Delivered friendly and professional customer service to ensure a positive shopping experience
- Maintained accuracy in handling cash, credit, and electronic transactions
- Balanced register drawers and reconciled daily sales to ensure financial accuracy
- Supported store operations by restocking items, maintaining a clean checkout area, and assisting team members as needed

Education

Messiah University, Mechanicsburg, PA

Bachelor of Science in Computer and Information Science | May 2025

Business Information Systems Concentration

Extra-curriculars

Messiah Men's Volleyball 2021-2025

Yorktowne Volleyball Club 2018-2021

Northern York High School Volleyball 2017-2021

Northern York High School Basketball 2017-2021