

Jacob Aranzaso

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OBJECTIVE

Seeking a Program Control Analyst position at ManTech, offering expertise in management information systems and a commitment to optimizing program performance.

EDUCATION

Bachelor of Science in Management Information Systems

San Jose State University, San Jose, California

June 2026

EXPERIENCE

Team Member - University Group Projects, September 2023 - December 2023

- Collaborated with a team to analyze and present case studies on business information systems, demonstrating teamwork and leadership.
- Played a key role in devising strategies for improving system processes, showcasing analytical thinking and initiative.

Customer Service Representative, Google via Hall Con, Sunnyvale, CA, January 2024 - Present

- Delivered exceptional customer service to diverse clientele, ensuring timely and accurate trip planning, schedule information, and fare-related queries were addressed.
- Provided critical support during transit delays, offering wayfinding solutions and alternative options to maintain customer satisfaction and service continuity.
- Conducted detailed passenger counts and station inspections to uphold service quality and safety standards.
- Reported all safety, security, and emergency incidents timely through designated channels, contributing to overall security protocol adherence.

Delivery Driver, Thistle Co. Campbell, CA, February 2023 - November 2023

- Fostered robust communication with a dispatch team to streamline delivery operations.
- Accounted for all items, guaranteeing accuracy and integrity of deliveries.
- Demonstrated problem-solving skills by adjusting routes in real-time due to traffic or other unexpected delays.
- Utilized mobile technology for routing and tracking, becoming proficient in app-based software, which enhanced delivery efficiency and customer experience.
- Built and maintained strong relationships with customers by providing exceptional service and handling inquiries and concerns with empathy and professionalism.

SKILLS

- Proficient in Python programming.
- Adept skills in Excel, including data analysis and visualization.
- Strong ability to follow established processes and procedures, as evidenced by adherence to safety and service protocols.
- Extensive experience working with the public, providing high-quality customer service and resolving issues with a positive demeanor.
- Familiarity with ADA compliance and a commitment to inclusivity and non-discrimination in service delivery.

EXTRA-CURRICULAR ACTIVITIES

- Volunteer at local food bank, coordinating logistics for food distribution.
- Active Member, Management Information Systems Club: Engage in discussions on industry trends and contribute to group projects.