**Bradley Acosta Rojas**

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**OBJECTIVE**

Customer-focused and technically proficient Support Engineer – IT with experience in web development and software engineering. Skilled in troubleshooting, problem resolution, and delivering a seamless client experience. Passionate about providing excellent technical support and implementing solutions that drive efficiency.

**EDUCATION**

**Polytechnic University of Puerto Rico,** *Orlando, FL*

Bachelor of Science in Computer Science  *June 2024*  
Relevant Coursework: Data Structures, Software Engineering, Database Systems, Programming Languages, Operating Systems, Computer Networks, and Design & Analysis of Algorithms.

**TECHNICAL SKILLS & PROJECTS**

**Technical Support:** Proficient in resolving customer issues, performing root cause analysis, and implementing system fixes.

**Communication:** Excellent at explaining complex technical issues to non-technical clients, ensuring smooth collaboration between technical and non-technical stakeholders.

**Problem-Solving:** Adept at identifying and resolving software bugs and performance issues efficiently.

**Teamwork**: Experienced in collaborating across development, QA, and product **teams.**

**Languages:** Fluent in Spanish and English.

**NREIP Internship Program**

Naval Research Enterprise, Remote

Summer Intern

* Assisted in troubleshooting JavaScript and Node.js applications for internal projects.
* Optimized system performance by diagnosing and resolving technical issues.
* Contributed to project securing Vice Admiral investment by ensuring application stability.
* Managed cross-team collaboration and streamlined system upgrades.

**Student System Management Project**

Polytechnic

University of Puerto Rico

* Engineered a web application to manage university student accounts and administration.
* Integrated a secure authentication system for student and administrator access.
* Designed a calendar feature for appointment scheduling and event management.
* Optimized database interactions with MySQL to ensure efficient data handling.

**RELEVANT EXPERIENCE**

**Naval Air Warfare Center Aircraft Division (NAWCAD)** Orlando, FL

Summer Intern

* Organized and managed complex cabling setups for efficient workspace and data center layouts.
* Implemented structured cabling systems, optimizing performance and minimizing clutter.
* Ensured proper labeling, routing, and securing of cables to improve troubleshooting efficiency.
* Used cable ties, Velcro straps, and cable trays to maintain a clean and professional installation.