

FRANCISCO SANTIAGO

3711 Grubbs St • fr506021@ucf.edu • 407-747-8712

Education

Bachelor of Science in Information Technology

University of Central Florida- Orlando, FL

3.0

May 2026

- College of Engineering and Computer Science (CECS).

Associates in Arts for General Studies

Valencia College- Orlando, FL

3.8

December 2022

- General Courses in preparation for Bachelors in IT.

Professional Experience

Cricket Wireless- Apopka, FL

September 2024 - Present

Sales Specialist | IT technician | Store Key Holder

- Increased monthly sales and revenue through personalized customer interactions and strategic upselling of wireless plans and accessories.
- Diagnosed and resolved technical issues for IOS and Android mobile devices , internet, IOT, and point of sale devices.
- Oversaw daily store operations, including opening/closing procedures, cash handling, and sales and team metrics, ensuring compliance with company policies as a team.

Education-related Experience

University of Central Florida | CREAR Futuros Mentor- Orlando, FL

January 2025 - Present

Mentorship Program | Team Mentor

- Serve as a mentor in a culturally responsive peer mentoring program aimed at supporting Latinx students in academic and personal success.
- Collaborate with fellow mentors to design and facilitate events, group, team goals, and one-on-one coaching sessions for mentees.

UCF- Office of Student Involvement | HSI Ambassador - Orlando, FL

August 2023 - July 2024

Program Coordinator | Event Planner

- Represented UCF's Hispanic-Serving Institution (HSI) initiatives to foster an inclusive and supportive campus environment for Latinx students.
- Engaged with prospective and current students to share resources, encourage involvement, and retention efforts.

Awards & Honors

Kia America Scholarship Recipient

October 2024 - May 2025

- Awarded to members of the Hispanic Association of Colleges and Universities.

Dean's List

April 2025 - May 2025

- Awarded by college to students with outstanding grades.

Certifications

- TESTOUT IT Fundamentals Certified.
- COMPTIA A+ Certified.

Technical Skills

- Bilingual (English | Spanish)
- Sales Training
- Leadership training Training.

Computer Hardware Expert.
Customer Service Training.
Cloud and Programming