

Jack Fiacco

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EDUCATION

Cairn University | Langhorne, PA

Anticipated Graduation May 2025

Bachelor of Science

Major: **Computer Information Systems**

Minor: **Biblical Studies**

GPA: **3.50**

Relevant Coursework: Software Engineering, Systems Integration, Data Analytics and Agile Project Management
2021&2022 Fall Men's Soccer CSAC Academic Team

TECHNICAL SKILLS

Business Applications: Experienced with Microsoft Office, Excel, Word, PowerPoint

Database Systems: AWS, SQL Server

Applications: MS Visual Studio, IntelliJ IDEA, Tableau Desktop, Google Data Studio

Programming Languages: Java, Javascript, SQL, HTML/CSS

WORK EXPERIENCE

Cairn University Technology Services | Langhorne, PA

December 2022-Present

IT Support Specialist

- Directly communicated with customers to diagnose their technological issues
- Performed phone and desktop support for students and faculty campus-wide by providing solutions through strong customer service
- Assisted user with technical issues on the university's online learning platform through strong customer service

The UPS Store | Prince Frederick, MD

August 2020-December 2021

Sales Associate

- Aided an estimated 800+ customers in finding specific products, creating shipping labels, or packaging an item
- Rich experience in a computerized environment through POS and carrier management systems
- Used a Livescan machine to take fingerprints for an estimated 40+ individuals in need of employee verification through Fieldprint, Inc.
- Handled sensitive and confidential customer documentation while ensuring the completeness and accuracy of the fingerprint process
- Performed troubleshooting on store technology such as computers, printers, and a Livescan machine

Bayfront Park | Chesapeake Beach, MD

May 2017-August 2022

Team Lead

- Welcomed new and returning customers to ensure positive interactions with visitors to build customer loyalty in summer months
- Enforced strict cleanliness policies, such as repetitive sanitizing of public equipment, to keep customer safety a priority
- Directed up to 5 co-workers on necessary tasks such as cleaning, admission practices, and opening and closing procedures

TEAM BUILDING/LEADERSHIP

Cairn University Men's Soccer Team | Langhorne, PA

August 2021-Present

• Extensive experience in an environment consisting of teamwork, communication, commitment, and emphasis on time management

- Dedicated up to 30+ hours a week attending practices, games, and meetings
- Collaborated with coaches to prepare and support team throughout season