

## Jack Fiacco

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[www.linkedin.com/in/jack-fiacco](https://www.linkedin.com/in/jack-fiacco) | <https://jackdfiacco6.github.io/PortfolioWebsite/>

### 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, Cloud Computing, 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:** SQL Server, AWS

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

**Programming Languages:** Html, CSS, Java, Javascript, SQL

### 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.
- Performed troubleshooting on store technology such as computers, printers, and a Livescan machine
- Contributed to opening and closing duties involving cleaning and organization for future customer satisfaction

**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
- Engaged with customers by directing them on questions they had regarding park hours and local directions
- Directed up to 5 co-workers on necessary tasks such as cleaning, admission practices, and opening and closing procedures

### PROJECTS

- **Portfolio Website** January 2023-Present
  - o Created a personal portfolio website with HTML, CSS, and Javascript while documenting organized and clean code