Justin Talictic

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EDUCATION

College of Natural Science and Mathematics, University of Houston

Bachelor of Science in Computer Science *May 2020*
Cumulative GPA: 3.0

EXPERIENCE

Manager **Jul 2017 – Jul 2019**
Seaside Poke, Houston TX
- Spearheaded company's customer satisfaction goals, by anticipating and addressing guests' service needs.
- Exceptional interpersonal and team building skills with an aptitude for building rapport with a diverse range of customers, managers, and colleagues; talent for quickly resolving issues prior to escalation.
- Collaborated with other managers to design an effective process to speed up customer orders to produce up to $2,800 plus in sales a day.

Manager **Jul 2014 - May 2016**
Bahama Bucks, Sugarland, TX
- Handled customer service and end-of-business financial reconciliation (cash / credit receipts) as well as providing leadership and training to junior employees for a local dessert franchise.
- Managed up to 10 employees at a time and increased productivity by setting proactive tasks, daily goals, and assisting in any business operations needed.

PROJECTS

SQL Database Project
- Constructed SQL queries and views based off requirements to aggregate and organize data entries to produce a single consolidated and comprehensive table for end-users.
- Transformed business cases into ER diagrams based off business requirements, semantic integrity constraints, and specific business rules.
- Implemented skills of full-stack development to develop a webpage connected to the database to display information.

Pathfinding Program
- Developed an interactive pathfinding program using pathfinding algorithms to seek out the most efficient way from point A to point B.
- Interactive wall placements to test the algorithm and observe it work in realtime.

Network & Security Infrastructure Protocol Analysis
- Acted in the role of a network administrator, utilized "packet sniffing" technology to evaluate bottlenecks and underachieving server performance as well as potential security leaks.

ACTIVITIES AND LEADERSHIP

Gamma Beta Organization **Aug 2017 – May 2020**
- Showcased computer programming methods to solve problems to 8 students; taught functions as well as for and if loops and introduced them to encapsulation.
- Partnered with Abandoned Little Angels (ALA) to annually provide over 20 volunteers and logistics in hosting their annual Gala which raised over $250,000 to build and support communities for orphans in Vietnam.

RELEVANT COURSEWORK

- Programming and Data Structures
- Design of File and Database Systems
- Software Design
- Fundamentals of Software Engineering
- Software Development Practices
- Software Design

SKILLS

- Java
- CSS
- Leadership
- Teamwork
- C++
- SQL
- Customer Service
- HTML
- JavaScript