

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.

Covid-19 Tracker

- Developed an interactive program using an API to display the number of global positive cases, recovery, and deaths of the pandemic.
- Utilized graphs to output the data as well as an added functionality to filter by country.

Netflix Clone

- Produced a copy of the Netflix website and implemented sign up/sign in functionality.
- Incorporated authentication with the use of different technologies and incorporated a database as well as a dynamic search feature.

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 | • Fundamentals of Software Engineering |
| • Design of File and Database Systems | • Software Development Practices |
| • Software Design | • Software Design |

SKILLS

- | | | |
|--------|--------------------|--------------|
| • Java | • SQL | • HTML |
| • CSS | • Customer Service | • JavaScript |