

VARLINCE MERAN

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[Github](#) | [linkedin](#)

TECHNICAL SKILLS

Programming languages: Javascript, Python, SQL

Technologies: Node JS, React, REACT Native, Express.js, MSSQL, MySQL, NoSql (MongoDB, Firebase), HTML, CSS, Azure, Git.

EDUCATION | CERTIFICATIONS

Software Engineering Career Course - Boca Code

January 2023 - March 2023

Bachelor's in Business Administration - Management Information System - Florida Atlantic University

May 2018

Certifications: Microsoft Azure Administrator - AZ-104 (2021)

Microsoft Azure Fundamentals - AZ-900 (2020)

PROFESSIONAL EXPERIENCE

Anthology Inc. – Boca Raton, FL

Software Support Analyst

MAY 2019 - March 2022

- Successfully managed 8 client accounts, while consistently ranking in the top 5 for incident resolution.
- Troubleshoot errors and data issues, reproduced defects or enhancements for an enterprise Azure-based application.
- Used Microsoft SQL Server to trace errors, gather, update, and clean customer data.
- Worked with senior team, product management, and cloud engineering for application configuration.
- Managed customer support accounts for efficient incident routing and app upgrades and releases.

Honorlock – Boca Raton, FL

Application Support Specialist - Exam Coordinator

APR 2018 – MAY 2019

- Successfully handled and resolved high-priority live chats, emails, and phone calls.
- Collaborated with management and engineering teams to complete tasks such as data analysis, bug reporting, manual software testing, and information security training programs.
- Provided assistance to tier 1 support agents with complex and sensitive proctoring tasks.

Florida Atlantic University – Boca Raton, FL

Technical Assistant

JAN 2017 – APR 2018

- Provided technical support to faculty, team members, and managers, resolving computer access, password, printer and software issues.
- Led course migration to a cloud-based Learning Management System, providing immediate technical support.
- Worked on various projects assigned by management, including media coordination, video production and data analytics.

Broward College – Coconut Creek, FL

Information Technology Intern

AUG 2017 – DEC 2017

- Acted as the primary point of contact for customers seeking technical assistance through phone, chat, email, or in-person.
- Provided technical support to technicians by installing, configuring, moving, and troubleshooting various hardware and software issues.
- Proactively monitored the Service Desk ticket queue, efficiently resolving tickets and managing escalations.