

# VARLINC MERAN

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[Github](#) | [Linkedin](#)

## TECHNICAL SKILLS

**Programming languages:** Javascript, Typescript, Python, SQL, HTML, CSS

**Technologies:** Node JS, React, React Native, Express.js, MSSQL, MySQL, NoSql (MongoDB, Firestore), AWS, Azure, Git

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## EDUCATION | CERTIFICATIONS

**Software Engineering Bootcamp** - 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)

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## 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.