

CARL ANTHONY VITEVITCH

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PROFESSIONAL SUMMARY

Adaptable, avid researcher and creative professional trained in Software Engineering with strong customer service. Possesses an independent desire to learn and execute new ideas. A dependable individual with a strong work ethic with the ability to work well with others. Innovative and critical thinker who prides himself in assisting others with positive outcomes complimented with a strong attention to detail in a fast-paced environment.

TECHNICAL SKILLS

Microsoft Office, G Suite, Google Calendar, Phone Etiquette, Knowledge of Windows and Mac OS, HTML, CSS, JavaScript, Node.js, Express.js, React.js, MongoDB, SQL queries, Java

EDUCATION

Per Scholas – Pittsburgh, PA, Remote Learning, Software Engineer Training
2023

State University of New York at Oneonta (SUNY Oneonta), Oneonta, NY - Bachelor of Science in Geology
2019

- Vice-President of Gamer's Guild (2016-2018)
 - Coordinated bi-weekly introductory tabletop and board game events open to the student body, teaching participants teamwork, communication, creative, and strategy skills through gameplay
 - Saved money on events by using free online materials
 - Presented weekly updates on events and plans to members alongside club leadership
 - Implemented a modification of the club's raffle system to improve equity of prize distribution

PROFESSIONAL EXPERIENCE

Escrow Closing Coordinator, Old Republic Title, Remote
2022

September 2020 - December

- Contacted over 50 state counties to confirm applicable fees and taxes to provide accurate settlement statements in a timely manner
- Guided notaries and borrowers through over 200 problems and concerns they encountered during signing
- Reviewed and examined all relevant documents (i.e. CDs, Settlement Statements, Recordable Affidavits) for errors pertaining to borrower information to ensure they matched legal records
- Communicated and corresponded with twenty other remote team members to ensure we were meeting 100% of given SLA time frames and support one another
- Contacted over 300 customers to communicate that their documents were completed and sent to the notary, confirmed the details of the signings provided to us by them, and answered any questions they had prior to the signing.

Field Service Technician, Sportech PLC
2020

January 2020 - September

- Traveled over 200 miles a day around Suffolk and Nassau Counties (NY) to diagnose, maintain, troubleshoot, and repair computer terminal hardware and OS at client locations
- Prepared and tested equipment prior to delivery for new clients
- Assisted in management and organization of hardware inventory
- Utilized various computer repair tools for computer equipment repair and maintenance
- Disassembled and reassembled service models from the early 1990s in addition to modern models to be put into use at client locations
- Worked with team members to aid in troubleshooting
- Communicated with dispatch to assist team with larger client installations and maintenance
- Spoke with clients to gain their perspective and history of the problems to better solve the request
- Completed field reports for each location visited with a problem summary and resolution

VOLUNTEER EXPERIENCE

Leader of Hobbyist Community

April 2020 - Present

- Founded group to coordinate 8-member community projects requiring commitment, teamwork, and communication skills
- Learned how to interview and recruit applicants when more project members were required
- Mediated conflicts and miscommunications between team members, ensuring positive resolutions and mutual understanding between all involved parties.
- Listened to concerns of team members with compassion and empathy to determine resolutions
- Reinforced self-improvement to team
- Compiled documents and diagrams with pertinent information to projects for group reference