

# Andrea Poklar

## CONTACT

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## EDUCATION

University of Houston, Houston, TX

**Bachelor of Science: Computer Science**

**Expected May 2025**

Lone Star College, Conroe, TX

**Associate of Science**

**December 2018**

## SKILLS AND CERTIFICATIONS

- **Programming:** C++, Python, HTML, CSS, Javascript
- **Hardware:** Technical support and hardware troubleshooting for both Mac and Windows systems. Proficient in diagnosing and resolving issues across a wide range of Apple devices, including iPhones, iPads, and Apple Watches.
- **Certifications:** Full Stack Web Development - University of Texas at Austin
- **Languages:** Fluent in English and Intermediate in Bosnian, Croatian, Serbian

## ACADEMIC PROJECT EXPERIENCE

**Fantasy Pets**, University of Houston, <https://github.com/apoklar/Fantasy-Pets>   August 2023 - December 2023

- Developed a console-based virtual pet game using C++ and Object-Oriented Programming principles
- Implemented features for real-time pet care, including feeding, playing, and monitoring pet status
- Designed and integrated File I/O functionality to save and load game states, allowing players to continue progress seamlessly

**Pokémon Team Builder**, Coding Bootcamp, University of Texas at Austin   January 2021 - July 2021

- Collaborated with a team of four to develop a web application that allows users to search for Pokémon using an external API and build their own custom teams
- Utilized MySQL for database management, Handlebars for dynamic rendering, and Node.js with Express.js for server-side logic
- Implemented responsive design using CSS and HTML, enhancing user experience across devices
- Integrated JavaScript to handle interactive features and API communication, ensuring seamless data retrieval and display.

**Movie Search**, Coding Bootcamp, University of Texas at Austin   January 2021 - July 2021

- Collaborated with a team of four to develop a dynamic web application for searching and browsing thousands of movies using an external API
- Utilized Express.js for building the backend and React for crafting a responsive and interactive user interface.

## WORK EXPERIENCE

**Technical Specialist**, Apple Inc.   May 2022 – July 2023

- Effectively communicated complex technical concepts to 20+ customers daily in a clear and concise manner, ensuring understanding customer satisfaction and retention
- Conducted troubleshooting efforts with hardware, software, and iCloud
- Collaborated closely with 10+ cross-functional team members to collectively identify and resolve intricate technical issues, fostering a cooperative and solution-oriented atmosphere
- Developed the ability to effectively assess customers' needs and provide tailored solutions to enhance their overall experience resulting in 94% customer satisfaction rating
- Successfully acquired expertise in new products and features, promptly incorporating them into daily workflows, resulting in increased efficiency and performance ratings of satisfactory performance

**Snooze an A.M Eatery**, Server, Bartender, Barista   July 2020 – January 2022

- Acquired and trained two new employees, providing guidance and support to ensure smooth onboarding and integration into the team
- Demonstrated exceptional ability to handle multiple tasks simultaneously in a fast-paced restaurant environment, efficiently managing customer orders, serving tables, and attending to guest requests