Andrea Poklar

CONTACT
281-686-7209   a.poklar@yahoo.com   https://www.linkedin.com/in/andrea-poklar/   https://github.com/apoklar

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