Christian Alcantara

Goal: Obtain a challenging and rewarding career with a technical role at a fast-paced, innovative company that excels in the latest technologies and values collaboration.

Experience

Robert Half (Contract)   06/2022 - Present

- Desktop Analyst coordinating desktop upgrades and troubleshooting for doctors, nurses, and staff.
- Maintain operational standards for mobile workstation equipment
- Logging inventory as well as providing updates on projects between multiple sites
- Responsible for logging and completing tickets on new and existing problems.
- Upgrade and deploy computer systems using Microsoft Intune Enrollment process and and Azure Active Directory.

Apple (Seasonal)   08/2021 - 02/2022

- Sales specialist skilled at uncovering customers' needs, then followed through with enlightened solutions.
- Unique ability to engage with customers, delivering insight into the quality services offered by a sales specialist.
- Proficient problem solving skills, ability to adjust to market trends and new technology.
- Inviting communication skills, ability to provide tech support while engaging in productive customer service.

Providence College   02/2018 - 08/2021

- Technology Support Specialist Resolving hardware and software issues for faculty and staff.
- Cloned solid state drives for individual deployment using BIOS-level programs.
- Replaced drives and software for wide scale deployment in classrooms and labs.
- Supervised equipment projects and managed requests using Service Now ticket system.

Insight Global (Contract)   06/2020 - 09/2020

- Hardware Engineer that managed and deployed sensitive equipment at Bank of America banking centers.
- Coordinated with banking managers and HP control room for a seamless experience.
- Completed arrival and departure surveys while logging discrepancies in secure web apps.
- Ran the proper formatting, disposing and reporting of old equipment such as printers and servers.

Education

Providence College   2016-2020

BS: Computer Science, GPA: 3.4
Minor: Business and Innovation

Skills

Software: After Effects, Office, Sketch, Figma, Webflow, Spline
Design: UI/UX, Logos, Prototyping, Icons, Websites, Animations
Programming: C++, Python, HTML, CSS, Javascript, SQL

Projects

- Designed a cryptocurrency based platform for buyers and sellers.
- Outlined operations and planned use of third party services and APIs.
- Developed SVG animations using After Effects and Lottie software.
- Experienced in payment processing integrations, project delivery, and client management.
- Designed a personal website using visual design tools along with HTML, CSS and Javascript.
- Designed logos and artwork for clients through networking.
- Created interface icons and artwork for the featured macOS app "ToothFairy".
- Prototyped UI/UX Concepts using Figma and Sketch

Contact

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