

Christian Alcantara

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My goal is to obtain a rewarding technical career at a fast paced, innovative company that excels in exceptional hardware, software or business related services.

Education

Providence College '20

Providence, RI

BS: Computer Science

Minor: Business & Innovation

GPA: 3.4

Skills

Software: Adobe, Microsoft Office, Apple, Windows, Sketch, Figma, Webflow, Spline, Visual Studio, Xcode, Framer

Development: UI, Logos, Prototyping, Websites, 2D/3D Animations, C++, Python, HTML, CSS, Javascript, Data Structures, Algorithms

Data: MySQL, MongoDB, PostgreSQL Microsoft Office, Tableau

Experience

CharterCARE Health Partners IT Customer Service Advocate

June 2022 - Present
Providence, RI

- Troubleshoot and fix various problems for medical and department-level users at various sites.
- Maintain exceptional standards of service equipment such as iGEL, Windows, and mobile systems.
- Log, distribute, and resolve tickets of multilevel priority using Service Now web application.
- Upgrade and deploy computer hardware and software using Microsoft Intune and Active Directory.
- Set up and troubleshoot conference room displays, projectors, and audio/video systems.
- Provide white-glove support for executive groups including HR, CEO, and members of the board.

Apple Seasonal Sales Specialist

Aug 2021 - Feb 2022
Providence, RI

- Highly skilled at uncovering customer needs, then following through with enlightened solutions.
- Ability to engage with people, delivering insight into the quality products and services offered at Apple.
- Provide meaningful communication catering to both technical and productive customer service.

Bank of America IT Hardware Engineer

June 2020 - Sep 2020
Boston, MA

- Manage and deploy time sensitive equipment at multiple banking sites throughout New England.
- Complete arrival and departure surveys for Hewlett Packard and BoA while logging discrepancies.
- Format and prepare disposal of decommissioned systems such as printers, servers, and point of sale.

Providence College Technical Support Specialist

Feb 2018 - Aug 2021
Providence, RI

- Fix hardware and software issues for faculty, staff, and students.
- Clone solid-state hard drives for site-wide and individual deployment using Symantec Ghost.
- Assess and replace whole or internal hardware when necessary.
- Supervised equipment projects and managed tickets/requests using Service Now.