Christian Alcantara

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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: C++, Python, HTML, CSS, Javascript, UI/UX Design, Logos, Prototyping, Websites, Data Structures & Algorithms

Data: MySQL, MongoDB, PostgreSQL Microsoft Office, Tableau

Experience

DevAccelerator/CareerDevs   **August 2023 - Present**
Software Engineer Intern   **Providence, RI**

· Extensive year long cohort focused on Agile Methodologies, Machine Learning, and AI.

· Fulfill courses on Python, Javascript, and Java to apply to real world AI focused projects.

· Participate in IBM's call to code applying generative AI skills to tackle on sustainability issues.

· Provide software development for MLM focused startups invited to this competitive program.

CharterCARE Health Partners   **June 2022 - Present**
IT Customer Service Advocate   **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   **Aug 2021 - Feb 2022**
Seasonal Sales Specialist   **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   **June 2020 - Sep 2020**
IT Hardware Engineer   **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   **Feb 2018 - Aug 2021**
Technical Support Specialist   **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.