Christian Alcantara
Software Developer & Designer

Info:
⌂ North Providence, RI

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Education:
· Providence College '20

· Providence, RI

· BS: Computer Science

· GPA: 3.4

Achievements:
· Designed icons for the macOS app, *ToothFairy*.

· Freelance logos for clients remotely such as *MGK*.

· Designer of *Soft*, an iPhone theme that surpassed 200,000 downloads.

· Named, designed, and assisted code for Scoop, an AI based web app recognized by IBM.

Skills

· **Soft Skills:** Customer service, advanced technical support, software development life cycle (SDLC), design thinking, strategic time management, business and innovation, collaboration, and adaptability.

· **Hard Skills:** C++, Python, HTML, CSS, Javascript, UI/UX, Logos, 2D/3D Animations, Prototyping, Data Structures, Algorithms, Databases (SQL, MongoDB, PostgreSQL, JSON, PHP), Debugging, Git, Microsoft Office & Windows, iOS/macOS, Figma, Photoshop, After Effects, Webflow, Spline, and Framer.

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.

· Contribute design & front end development for Scoop, a social car pool app involving IBM Watson AI.

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.

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.