

# Christian Alcantara

Software Developer & Designer



## Info:

🏠 Providence, RI

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🔗 calcantara.com

## Education:

· Providence College '20

· Providence, RI

· BS: Computer Science

· GPA: 3.4

## Achievements:

· Create icons for *ToothFairy*, a featured macOS app.

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

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

## Experience:

### DevAccelerator/CareerDevs

August 2023 - Present

#### Software Engineer Intern

Providence, RI

- Extensive cohort focused on agile methodologies, python, java, quantum machine learning, and AI.
- Fulfill courses on Python, Javascript, and Java to apply to real world AI focused projects.
- Participate in IBM's call for 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

#### Desktop Support Specialist II

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 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.