

Christopher X. Ticona  
(516) 205 - 6057  
222 East 44th Street, New York, NY 10017  
[chrisxticona@gmail.com](mailto:chrisxticona@gmail.com)

## EDUCATION

**Stuyvesant High School, Manhattan, NY**      **4.0 / 4.0 GPA**

- *High School Diploma*
- *Graduated in June of 2018*

**New York University, Manhattan, NY**      **3.9 / 4.0 GPA**

- *Currently working towards Bachelors Degree in Computer Science*
- *Sophomore*

## WORK HISTORY

**CFSC, New York, NY**      *November 2018 - April 2019*

*Customer Service Agent*

- Handled all customer relations issues in a gracious manner and in accordance with company policies
- Worked with other customer services agents to make sure all customers were handle in a timely manner in an efficient way

**Shockbyte, New York, NY**      *June 2019 - January 2020*

*Customer Service Associate*

- Assisted customers with their Minecraft servers on issues relating with their plugins, mods, and files
- Handled with very complicated and difficult customers issues

**Technician Assistant**      *September 2017 - June 2018*

- Responsible for keeping technology hardware and software up-to-date
- Experienced with managing school network